

# **Attention to our bowler!!**

## **Damaged/broken, lost or awards not received**

It is important for associations to understand the replacement policy for damaged and broken awards, as well as those that may have been lost in the mail or not received. For damaged or broken plaques, trophies or crystal pins, it is the association's or bowler's responsibility to contact USBC within 30 days of the shipping date. Should this be followed, the award will be re-issued at the vendor's expense. If the 30-day deadline is passed, the association or bowler will be responsible for the replacement cost if they want another award shipped to them.

For awards that are either lost in the mail or aren't received, there is also a 30-day deadline to contact USBC Headquarters. If contact is made with USBC within 30 days of the shipping date and the shipping address is correct, we will place a new order at no cost to the association or bowler. If the "ship to" address is incorrect, the association would be responsible for replacing the award. The bowler will be responsible for payment if the address submitted with the award application was incorrect.

This information is significant to save the association unnecessary expenses. Associations receive a National Data Change each time an award is shipped, so please be sure to contact the Bowling Information Center (1-800-514-2695, ext. 3155) within the 30-day time frame if the association feels a problem may have arisen.