

# FULL PACK RETURNS

Starting July 27, 2026



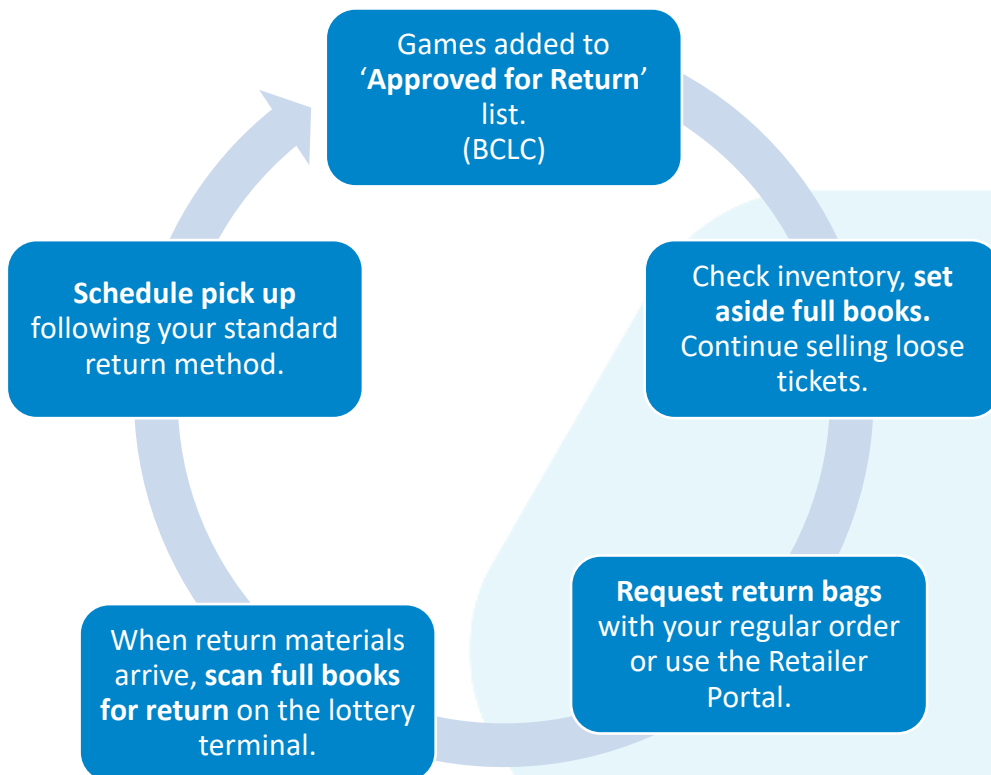
## What is Full Pack Returns?

Full Pack Returns allow retailers to return **unopened ticket packs** of **approved Scratch & Win games** on an ongoing basis. Returns can be sent with each new update or on a regular schedule, such as monthly. This approach helps retailers manage inventory, keep ticket selection fresh for players, and make room for new product launches.

## Stay Up To Date on Approved for Return Tickets

- Games will be added to the **Approved for Return list** regularly—monthly or more often
- You will be notified when new games are added through **terminal messages** and updates from your **Inside Sales Representative**
- The list will be available on the **Retailer Hub under Scratch & Win**
- Make checking the list part of your regular routine.

## How It Works



Contact Lottery Retail Support:  
1-800-667-1649



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## Questions & Answers

### What happens if I can't sell all the loose tickets? Will I be able to return them?

Yes. Loose tickets will be returned through Expiring Tickets Campaigns, which provide additional opportunities to return one-off and base games before expiry.

### Can I return any game I want under Full Pack Returns?

No. Only games listed on the Approved for Return list can be returned

- This includes one-off games (games with a specific launch date)
- Base games are not included (ie. Gold Rush, Crossword, Bingo).
  - *Best practice: sell through current inventory before opening a pack of the new variation*
- Games not on the Approved for Return list may be returned to the retailer

### Why are returns limited to full books only?

Returning full books makes the process faster and simpler. It reduces handling, avoids the need to scan individual tickets, and helps improve accuracy when processing returns.

### How often will new tickets be added to the Approved for Return list?

Games will be added to the Approved for Return list regularly—typically every month. Games will be approved for return shortly after they are no longer available to order.

- *Best practice: once a game is no longer available to order, retailers should avoid opening new packs and focus on selling through any remaining loose tickets.*

### Do I need to return tickets every time new games are added to the list?

No. You can return tickets when it works for your store—either with each update or on a regular schedule, such as monthly. It is recommended that you return them sooner rather than later to support effective inventory control.

### When should I scan tickets for return—before or after I receive return materials?

Retailers should set unopened books aside and wait until return materials are received before scanning them on the lottery terminal. This helps prevent situations where tickets are scanned but not shipped, reducing the risk of missed or lost returns. After scanning, return the package to BCLC promptly. Timely returns help ensure faster processing and keeps inventory accurate.

### How will I know when tickets are approved for return?

You will be notified through terminal messages and updates from your Inside Sales Representative. The most up to date list will also be available on the Retailer Hub.



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