

## Stored Value-Frequently Asked Questions

### What is Stored Value?

Stored Value is a convenient way to pay for concessions, merchandise or hospitality. As a full season ticket holder, you can store money on your season ticket account that can be used at various outlets in the Wachovia Center by simply scanning your tickets.

### How can I use Stored Value?

Simply present your ticket to an attendant at any concession stand, merchandise outlet, or hospitality area, e.g. AT&T Pavilion and Finnegan's Wake, for redemption. The barcode on the ticket will be scanned and given back to you. The value of the purchase will be debited from the total dollar amount stored on your account.

Your full amount of stored value is available for all season tickets on your account. For example, if you add \$100.00 to your season ticket account, that \$100.00 is available for every game unless told otherwise. The remaining balance from each game will roll over to the next game until your Stored Value has been used.

### How can I access my \$50 in Stored Value credit, courtesy of the 76ers?

When you renewed your 76ers Season Tickets, you automatically earned \$50 in Stored Value Credit, courtesy of the 76ers. This Stored Value has already been applied to your account. Simply scan your ticket at any point of purchase in the Wachovia Center and start spending! **Please Note:** *the first \$50 you spend in Stored Value is on us!*

### How to reload your stored value account?

There are two convenient ways to store value on your account.

- **Online:** You may login to your account online at [sixers.com](http://sixers.com) and purchase Stored Value in increments of \$25, \$50, \$100, \$250 and \$1000. Each of these amounts may be combined. For instance, you may add \$75 (\$25+\$50).
- **Mail/Fax:** Complete the Stored Value Allocation form using the instructions above and mail to 76ers Customer Service, 3601 S. Broad St., Philadelphia, PA 19148 or fax to 215.952.7070.
- **Please Note:** If you would like to customize the value you are adding on a per game basis, you must complete and return the allocation form via mail or fax.

Your Stored Value account will allow you to spend a maximum of \$500 at any given game, unless otherwise specified by you.

### How do I customize the allocation of my Stored Value?

You can even customize how value is allocated on your account! Simply visit [sixers.com](http://sixers.com) and click on Tickets, then click on Customer Service, and you will find a downloadable Stored Value Allocation form. On this form, you may set specific values to be available for each game. If you would like to shut off stored value for a game, you may do so by allocating for zero dollars for that particular game. **Please Note:** *If you do not mark zero dollars for a game, there will be money allocated on a game ticket. If you purchase additional individual or group tickets, the money on your account will be available*

*unless told to deactivate those tickets. Any updates to your Stored Value account must be made in writing 4 hours prior to game time.*

### **Lost or Stolen tickets**

Stored Value is only active for the date that is printed on the tickets. However, if your tickets are misplaced or stolen at a game, it is essential to get your tickets reprinted immediately. This will deactivate any Stored Value on your original tickets. If you have tickets that are Lost or Stolen and we do not re-print your tickets, you will not be refunded for money left on a ticket. **We are not responsible for lost or stolen tickets that have not been replaced.**

To reprint your tickets after you have already entered the arena, please visit the Customer Service Table behind section 101. If your tickets are misplaced prior to the game, please visit the Box Office, Window 18 located on the Broad Street side of the Wachovia Center. Once reprinted, your Stored Value will be reactivated on your new ticket. The lost or stolen tickets will no longer be active and therefore, the stored value may not be used.

### **How can I track my purchases?**

After each purchase that is made you will receive a receipt, which will include the balance of Stored Value on your account.

### **Additional Benefits**

Fast Pass Lanes are available at many concession and merchandise outlets for Stored Value transactions. Look for the Fast Pass Lanes.

### **Additional Questions?**

Please contact 76ers Customer Service at 215.952.7000, 1.866.913.9776 or email us at [76ersservice@comcast-spectacor.com](mailto:76ersservice@comcast-spectacor.com).