



HAVE A  
**LEAGUE**  
YOUR WAY



# HOW-TO MANUAL

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## Introduction

### **HAVE A LEAGUE YOUR WAY PROVIDES SOMETHING FOR EVERY BOWLER!**

Thank you for taking part in the all new Have A League Your Way program. This program features a huge selection of merchandise that will appeal to all of your bowlers. And it is all available directly to the bowler through our user friendly [www.LeagueRewards.com](http://www.LeagueRewards.com) redemption center. The merchandise collection includes 100's of options including bowling balls & pins, bowling shoes & bags, sports merchandise and jackets.

The Have A League Your Way is easy and hassle free.

**YOU RUN A LEAGUE THAT INTERESTS YOUR BOWLERS-** we provide you with materials for over 15 types of popular leagues

**IT'S CONVENIENT & NO HASSLE FOR YOU** - You order specially coded Bowling Bucks certificates that bowlers redeem online.

**NO INVENTORY COMMITMENT** - the merchandise is shipped directly to the bowler's home, you will never have surplus.

We wish you much success with this program and we are here to help you anytime Monday through Friday 9 AM - 6 PM Eastern Time. Call your account executive directly.

1-888-2-GO-BOWL (1-888-246-2695)

Ken Gamble ext. 127 / [kgamble@leadingedgepromo.com](mailto:kgamble@leadingedgepromo.com)

Your marketing partners,  
Leading Edge Promotions  
2001 West Parkes Drive  
Broadview, IL 60155  
[www.leadingedgepromo.com](http://www.leadingedgepromo.com)

## Questions And Answers For In-Center Personnel

### **Q: What are the important benefits to the customer?**

A: You are offering the customers their choice of officially licensed merchandise for adults and kids from pro sports leagues like NASCAR, NFL, MLB, NBA & NHL teams, and popular characters like Batman, SpongeBob and Dora the Explorer. The officially licensed merchandise has a very high perceived value - so bowlers know they are getting a high quality product at an exceptional value.

### **Q: What specific information about the league do I need to know?**

A: Every employee should know the DAY(s), DATE(s), TIME(s), PRICE AND LENGTH OF THE LEAGUE. In fact, a copy of the league registration flyer should be placed by the phone in a 3-ring binder so employees will have easy access to the information whenever a customer comes to the front desk or whenever he/she answers the telephone.

### **Q: What merchandise is available?**

A: The bowler has 100's of options including bowling balls & pins, bowling shoes & bags, sports merchandise and jackets. To view all the options available, go online at [www.LeagueRewards.com](http://www.LeagueRewards.com).

### **Q. How does my customer get the merchandise of his/her choice?**

A: When your bowlers sign up for the league, you order individually coded Bowling Bucks certificates from us that are redeemable for merchandise on the [www.LeagueRewards.com](http://www.LeagueRewards.com) redemption site. Provide the Bowling Bucks certificate to each bowler and instruct him/her to go online at [www.LeagueRewards.com](http://www.LeagueRewards.com) to choose whatever he/she wants from the level for which he/she qualifies (complete instructions are on the certificate, see page 6 for details). At check out the bowler simply keys in the individual code from the Bowling Bucks certificate and the merchandise is ordered at "no cost". The merchandise is shipped directly to the bowler in 4 - 6 weeks.

### **Q. Are Bowling Bucks Certificates replaceable if lost?**

A: Individually coded Bowling Bucks certificates should be treated like cash. If a Bowling Bucks certificate is lost it can only be replaced with the same code. The individual code can only be used one time, and once it is used, it becomes inactive (this helps to prevent any fraud). Bowling Bucks certificates cannot be redeemed for cash, they can only be redeemed for merchandise on [www.LeagueRewards.com](http://www.LeagueRewards.com). Be sure to use the Bowling Bucks certificate tracking form provided in this manual (page 7) so you will have a record to identify which code was distributed when, to which bowler in the event they ask for replacement.

### **Q. Are there set order and delivery windows?**

A: No, the Have A League Your Way program does not have set product order and delivery windows. You can order the Bowling Bucks certificates for your bowlers at your convenience as you need them and expect delivery in 1 - 2 weeks from the time you place your order.

## About Bowling Bucks Certificates

### TREAT BOWLING BUCKS CERTIFICATES LIKE CASH!

Individually coded Bowling Bucks certificates should be treated like cash. Each Bowling Bucks certificate represents the value merchandise ordered through [www.LeagueRewards.com](http://www.LeagueRewards.com). There are two levels of merchandise: Gold Level (\$99.99) and Silver Level (\$44.99). Take care to protect the Bowling Bucks certificate when they are delivered to you and instruct your bowler that once the Bowling Bucks certificate is in his hands, it is his responsibility to protect it until it is redeemed.

If a Bowling Bucks certificate is lost it can only be replaced with another Bowling Bucks certificate with the same code. The individual code can only be used one time, and once it is used, it becomes inactive to help prevent fraudulent and/or multiple use of codes. Bowling Bucks certificates cannot be redeemed for cash, they can only be redeemed online at [www.LeagueRewards.com](http://www.LeagueRewards.com) for any officially licensed merchandise represented on the site.

### IMPORTANT BOWLING BUCKS CERTIFICATE TRACKING REQUIREMENT!

We highly recommend that you keep track of the Bowling Bucks certificates that you distribute to your bowlers so you will have a record of the bowler's name, contact information and individual Bowling Buck certificate code. To help you do this, we have provided the Bowling Bucks certificate tracking sheet on page 7 of this manual to record each bowler's information as you distribute the Bowling Bucks certificates. With this record in hand, if a customer does request a replacement Bowling Bucks certificate you will know exactly what his original Bowling Bucks certificate code was, and there will be no chance of duplication.



INDIVIDUAL CODE





## Gold Bowling Bucks Certificate Details

There are two types of Bowling Bucks Certificates:

- (1) The Gold Bowling Bucks certificate is redeemable for any merchandise on the Gold Level on the [www.LeagueRewards.com](http://www.LeagueRewards.com) redemption site.
- (2) The Silver Bowling Bucks certificate is redeemable for any merchandise on the Silver Level on the [www.LeagueRewards.com](http://www.LeagueRewards.com) redemption site.

### GOLD BOWLING BUCKS CERTIFICATE

## BOWLING BUCKS

# GOLD BUCKS

Thank you for participating in this bowling league.  
This GOLD BUCKS certificate entitles you to any one (1) item  
from the Gold Level Rewards on [www.LeagueRewards.com](http://www.LeagueRewards.com)

Use this personal code to redeem your  
Gold Bucks at [www.LeagueRewards.com](http://www.LeagueRewards.com)   
See complete redemption instructions below

**100'S OF GOLD LEVEL PRODUCTS TO CHOOSE FROM AT [www.LeagueRewards.com](http://www.LeagueRewards.com)**

**GOLD LEVEL PRODUCT CHOICES:**

- BOWLING BALLS - licensed, pre-designed, custom
- JACKETS - NASCAR, sports teams, characters
- COLLEGE TAILGATE PACKAGES: Over 50 top colleges  
Chair + Fleece Blanket + Cooler/Gym Bag
- BOWLING BALL BAG & SHOE COMBO:  
men's, women's & youth shoe choice + choice of double roller bag
- BOWLING BALL BAGS - NFL and other triple rollers



Products shown are just a few of the 100's of options available through the [www.LEAGUE REWARDS.com](http://www.LEAGUE REWARDS.com) redemption center.  
Products are subject to change. Designs may vary.

**REDEMPTION INSTRUCTIONS:**

1. Go to [www.LeagueRewards.com](http://www.LeagueRewards.com)
2. Register A New Account or Sign In
  - a. Register by filling out your email, password, billing and shipping information
  - b. Click Sign Up at the bottom of the page
  - c. You will be redirected to the home page
3. Under Products, select Gold Level
4. You may redeem this code for any item listed under the Gold Level list.
  - a. Choose a Category to search for a ball, jacket, tailgate package, bag or shoe combo.
  - b. For a custom ball, choose Customize A Ball and you will be linked into the "Design Wizard". Follow the steps to choose a theme/design, add an image, and add text to create a one-of-a-kind bowling ball.
  - c. For assistance in designing your ball, feel free to contact our support team at 1-866-OTB-BOWL (1-866-682-2695).
5. After selecting your item, choose a weight or size if it applies and click "Add To Cart".
6. After you add your item choice to the shopping cart, you will be prompted to "Continue Shopping" or "Checkout". When you click "Checkout", you will be linked to the Checkout page showing your order and item price.
7. Click "Purchase" - YOU WILL NOT BE BILLED.
8. You will be linked to the secure "Order Preview" checkout page.
  - a. Confirm your Shipping Address is correct
  - b. Confirm your Billing Address is correct
  - c. Scroll down to see your Order Reference number, Price, and Shipping cost.
9. Enter the code on your Bowling Bucks Certificate into the Discount/Voucher Code window and hit Apply.
10. A message in green will appear telling you "The code was applied successfully!"  
The Grand Total will now show \$0.00.
11. Scroll down the screen, skip the payment section and CLICK PROCESS PAYMENT at the bottom of the page.
12. Your order has now been processed and should be shipped to you within 3-4 weeks.
13. You will receive an order confirmation email with details of your order. Please call customer service if you did not receive an order confirmation email within 24 hours.

This certificate is good for one (1) Gold Level Item from [LeagueRewards.com](http://LeagueRewards.com). Shipping to the contiguous 48 states is included. For shipping outside the contiguous 48 states, call for rates (1-866-682-2695). This certificate represents the value of a Gold Level Item and should be treated as cash. This certificate cannot be redeemed for cash. This certificate cannot be used in conjunction with any other offer. "League Rewards & Bowling Bucks" are programs of Leading Edge Promotions and OnTheBallBowling.com.

Complete redemption instructions are included on both Certificates - see page 6 for redemption details

## Silver Bowling Bucks Certificate Details

There are two types of Bowling Bucks Certificates:

- (1) The Gold Bowling Bucks certificate is redeemable for any merchandise on the Gold Level on the [www.LeagueRewards.com](http://www.LeagueRewards.com) redemption site.
- (2) The Silver Bowling Bucks certificate is redeemable for any merchandise on the Silver Level on the [www.LeagueRewards.com](http://www.LeagueRewards.com) redemption site.

### SILVER BOWLING BUCKS CERTIFICATE

## BOWLING BUCKS

# SILVER BUCKS

Thank you for participating in this bowling league.  
This SILVER BUCKS certificate entitles you to any one (1) item  
from the Silver Level Rewards on [www.LeagueRewards.com](http://www.LeagueRewards.com)

Use this personal code to redeem your  
Silver Bucks at [www.LeagueRewards.com](http://www.LeagueRewards.com).  
See complete redemption instructions below

**100'S OF SILVER LEVEL PRODUCTS TO CHOOSE FROM AT [www.LeagueRewards.com](http://www.LeagueRewards.com)**

**SILVER LEVEL PRODUCT CHOICES:**

- BOWLING PINS - licensed, pre-designed, custom
- NFL TEAM TOTES & TOWELS - all teams available
- SPORTS TEAM PRODUCTS - chairs, coolers, backpacks, gym bags
- BOWLING BALL BAGS & SHOE COMBO  
men's, women's & youth shoe choice with choice of single tote
- BOWLING BALL BAGS - choice of several popular  
double & single rollers



Products shown are just a few of the 100's of options available through the [www.LEAGUE REWARDS.com](http://www.LEAGUE REWARDS.com) redemption center.  
Products are subject to change. Designs may vary.

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**REDEMPTION INSTRUCTIONS:**

1. Go to [www.LeagueRewards.com](http://www.LeagueRewards.com)
2. Register A New Account or Sign In
  - a. Register by filling out your email, password, billing and shipping information
  - b. Click Sign Up at the bottom of the page
  - c. You will be redirected to the home page
3. Under Products, select Silver Level
4. You may redeem this code for any Item listed under the Silver Level list.
  - a. Choose a Category to search for a pin tote & towel, bag, shoe combo or team product.
  - b. For a custom pin, choose Customize A Pin and you will be linked into the "Design Wizard". Follow the steps to choose a theme/design, add an image, and add text to create a one-of-a-kind bowling pin.
  - c. For assistance in designing your pin, feel free to contact our support team at 1-866-OTB-BOWL (1-866-682-2695).
5. After selecting your item, choose a weight, color or size if it applies and click "Add To Cart".
6. After you add your item choice to the shopping cart, you will be prompted to "Continue Shopping" or "Checkout". When you click "Checkout", you will be linked to the Checkout page showing your order and item price.
7. Click "Purchase" - YOU WILL NOT BE BILLED.
8. You will be linked to the secure "Order Preview" checkout page.
  - a. Confirm your Shipping Address is correct
  - b. Confirm your Billing Address is correct
  - c. Scroll down to see your Order Reference number, Price, and Shipping cost.
9. Enter the code on your Bowling Bucks Certificate into the Discount/Voucher Code window and hit Apply.
10. A message in green will appear telling you "The code was applied successfully!" The Grand Total will now show \$0.00.
11. Scroll down the screen, skip the payment section and CLICK PROCESS PAYMENT at the bottom of the page.
12. Your order has now been processed and should be shipped to you within 3-4 weeks.
13. You will receive an order confirmation email with details of your order. Please call customer service if you did not receive an order confirmation email within 24 hours.

This certificate is good for one (1) Silver Level Item from [LeagueRewards.com](http://LeagueRewards.com). Shipping to the contiguous 48 states is included. For shipping outside the contiguous 48 states, call for rates (1-866-682-2695). This certificate represents the value of a Silver Level Item and should be treated as cash. This certificate cannot be redeemed for cash. This certificate cannot be used in conjunction with any other offer. "League Rewards & Bowling Bucks" are programs of Leading Edge Promotions and OnTheBallBowling.com.

Complete redemption instructions are included on both Certificates - see page 6 for redemption details

## Bowling Bucks Certificate Redemption Instructions

Redemption instructions are printed on each Bowling Bucks Certificate.  
For your convenience, the same instructions are printed here for reference.

1. Go to [www.LeagueRewards.com](http://www.LeagueRewards.com)
2. Register A New Account or Sign In
  - a. Register by filling out your email, password, billing and shipping information
  - b. Click Sign Up at the bottom of the page
  - c. You will be redirected to the home page
3. Under Products, select Gold (or Silver) Level
4. You may redeem this code for any Item listed under the Gold (or Silver) Level list.
  - a. Choose a Category to search for the merchandise of your choice from the level for which you qualify.
  - b. For a custom ball, choose Customize A Ball and you will be linked into the "Design Wizard". Follow the steps to choose a theme/design, add an image, and add text to create a one-of-a-kind bowling ball.
  - c. For assistance in designing your ball, feel free to contact our support team at 1-866-OTB-BOWL (1-866-682-2695).
5. After selecting your item, choose a weight or size if it applies and click "Add To Cart".
6. After you add your item choice to the shopping cart, you will be prompted to "Continue Shopping" or "Checkout". When you click "Checkout", you will be linked to the Checkout page showing your order and item price.
7. Click "Purchase". **YOU WILL NOT BE BILLED.**
8. You will be linked to the secure "Order Preview" checkout page.
  - a. Confirm your Shipping Address is correct
  - b. Confirm your Billing Address is correct
  - c. Scroll down to see your Order Reference number, Price, and Shipping cost.
9. Enter the code on your Bowling Bucks Certificate into the Discount/Voucher Code window and hit Apply.
10. A message in green will appear telling you "The code was applied successfully!" The Grand Total will now show \$0.00.
11. Scroll down the screen, skip the payment section and **CLICK PROCESS PAYMENT** at the bottom of the page.
12. Your order has now been processed and should be shipped to you within 3-4 weeks.
13. You will receive an order confirmation email with details of your order. Please call customer service if you did not receive an order confirmation email within 24 hours.

This certificate is good for one (1) Gold Level (or Silver Level) Item from [www.LeagueRewards.com](http://www.LeagueRewards.com). Shipping to the contiguous 48 states is included. For shipping outside the contiguous 48 states, call for rates (1-866-682-2695). This certificate represents the value of a Gold (or Silver) Level Item and should be treated as cash. This certificate cannot be redeemed for cash. This certificate cannot be used in conjunction with any other offer. "League Rewards & Bowling Bucks" are programs of Leading Edge Promotions and [OnTheBallBowling.com](http://OnTheBallBowling.com).





## Downloadable Sales Flyers and Monitor Ads

To assist you in your promotion efforts for the large variety of leagues you can offer through the Have A League Your Way program, we have created easily customizable sales flyers that you can download, customize with your specific league information, print out and distribute in your center, and companion monitor ads for your overhead monitors. The print-optimized flyers and monitor ads are available for download from our Digital Download Center.

See page 9 for instructions on how to customize these flyers.

### **SALES FLYERS AND MONITOR ADS FOR THE FOLLOWING LEAGUES ARE CURRENTLY AVAILABLE FOR DOWNLOAD**

**BOWLING FOR GOLD** - Generic Gold Level merchandise

**BOWLING FOR SILVER** - Generic Silver Level merchandise

**TRIPLE THREAT LEAGUE** - Triple Bowling Ball Roller Bags

**DOUBLE THE FUN LEAGUE** - Double Bowling Ball Roller Bags

**PICK A PAIR/GOLD** - Bowling Shoes and Double Bowling Ball Roller Bags

**PICK A PAIR/SILVER** - Bowling Shoes and Single Bowling Ball Tote Bags

**NASCAR JACKET LEAGUE** - NASCAR Driver Jackets

**JACKET LEAGUE** - NASCAR, Pro Sports, Automotive, Popular Culture & Kids Jackets

**NFL FAN** - NFL Team Balls, Pins, Bowling Ball Bags and Towels

**MLB FAN** - MLB Team Balls, Jackets & Chairs

**NHL FAN** - NHL Team Balls, Jackets & Chairs

**NBA FAN** - NBA Team Balls & Jackets

**COLLEGE ZONE TAILGATE LEAGUE** - Top College Team Chairs, Fleece Blankets, Coolers and Bags

**BATMAN CLUB** - Batman Balls, Pins & Jackets

**ROLL 'N' BOWL KID'S CLUB** - Character Jackets, Balls, Pins, Kid's Bowling Shoes & Tote Bags

**SCOUTS LEAGUE** - Girl Scouts, Boy Scouts & Cub Scout Balls

**AMERICAN HEROES LEAGUE** - U.S. Military Balls

**ATTITUDE LEAGUE** - Unusual, Cute, Funny or Dark Attitude Balls

**CUSTOM BALL LEAGUE** - Create Your Own Ball

**ADDITIONAL LEAGUES WITH SALES FLYERS AND MONITOR ADS WILL BE ADDED DURING THE YEAR.**

## How To Customize Sales Flyers

# JOIN THE LEAGUE TODAY **BOWLING FOR GOLD**



## **Bowl And Choose Your Own League Reward From 100's of Options!**

**Choose from Bowling Balls, Jackets, College Tailgate Packages,  
Bowling Bag & Shoe Combos and Triple Roller Bags**

To see all the options available visit [www.LeagueRewards.com](http://www.LeagueRewards.com)

**Yes! Sign me up for the League!**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

I authorize this bowling center to contact me by telephone

League Day and Time \_\_\_\_\_

Products shown are just a few of the 100's of options available through the [www.LEAGUE REWARDS.com](http://www.LEAGUE REWARDS.com) redemption center. Products are subject to change. Designs may vary.

The 8.5" x 11" customizable sales flyers can be used vertically in your literature racks or folded and use it as a traditional self-mailer. The downloadable sales flyers provided on our Digital Download Center are print-optimized "writable" PDF's that can be customized in the blank areas by using Adobe Reader version 5 or higher. Simply click in the customizable area and type in your league specifics (registration fee if you are charging one, league price per week, day & time, start date, number of games, your center name, address, phone number and hours of operation). Use the customized flyers as handouts when customers ask for league details or mail the flyers to your customer mailing list.

# HAVE A LEAGUE YOUR WAY BOWLING BUCKS CERTIFICATE ORDER FORM

NOTE: YOU MUST PURCHASE THE 2012 HAVE A LEAGUE YOUR WAY PROMOTION KIT TO ORDER BOWLING BUCKS CERTIFICATES

## SHIPPING INFORMATION

Center Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Proprietor / Manager \_\_\_\_\_ Fax \_\_\_\_\_  
 Address \_\_\_\_\_ (Please add for future merchandise order deadline reminders)  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ E-Mail \_\_\_\_\_  
 (Please add for important e-mail marketing tips)

## PAYMENT INFORMATION

Full payment is due upon placement of the order.  
 No billing terms are offered on this program.

Credit Card:  MasterCard  VISA  AMEX  Discover

Credit Card # \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code \_\_\_\_\_

Card Holder's Signature (order cannot be processed without signature)

If ordering by mail, send this form with your check or money order, in the full amount, payable to Leading Edge Promotions. Send to: Leading Edge Promotions  
 2001 W. Parkes Drive, Broadview, IL 60155 or FAX order (with CC info)  
 888-291-7344.

Name on Credit Card \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone # \_\_\_\_\_

Fax \_\_\_\_\_

To comply with federal regulations regarding business to business fax services, in order to continue to supply you with fax communications such as program information, order date reminders and order acknowledgements, we must obtain your signature.

Yes, I want to continue to receive program information, order date reminders and order acknowledgements via fax from Leading Edge Promotions.

No, I do not want to continue to receive program information, order date reminders and order acknowledgements via fax from Leading Edge Promotions.

## BOWLING BUCKS CERTIFICATES

Bowling Bucks Certificates will be delivered via email, unless you prefer to receive pre-printed certificates.

(1) Electronic Option: League Certificates will be delivered to you via email in PDF format. The certificates are easy to print on any good quality laser printer. **NOTE: You must provide your email address to receive the certificates electronically.**

(2) Pre-Printed Option: Color League Certificates. Add \$1 per certificate for printed option and allow 1 week for UPS delivery.

## HAVE A LEAGUE YOUR WAY™ BOWLING BUCKS CERTIFICATES

\* You must provide your email address to receive the Bowling Bucks certificates electronically.

Item #	Certificate Type	QTY	PRICE EACH	EXTENDED
HALYW-GOLD	Gold Bowling Buck Certificate		X \$99.99	=
HALYW-SILV	Silver Bowling Bucks Certificate		X \$44.99	=

TOTAL BOWLING BUCKS CERTIFICATES

TOTAL BOWLING BUCKS CERTIFICATES =	
TOTAL PRE-PRINTED OPTION (number of certificates X \$1.00) =	
PLUS HANDLING	<b>\$10.00</b>
TOTAL ORDER	

**TERMS & CONDITIONS:** I agree to make full payment by check, money order or credit card when I place the order. I understand standard shipping to the contiguous U.S. is included in the price of the Bowling Bucks certificate, but it does not include special services. For shipping outside the contiguous U.S., call for rates. International duties and customs fees will be added to international orders. I understand that no Bowling Bucks certificates will be shipped until the entire order is paid in full. I understand it is my responsibility to inspect all shipments upon receipt and report to Leading Edge Promotions any shortages or discrepancies within 10 days of delivery. Leading Edge Promotions will not be responsible for any shortages reported more than 10 days after the shipment is received. I agree to run the promotion under the guidelines set forth in the promotion How-To Manual. I also understand the trademarks, character names and logos used in this promotion are protected and cannot be used in any way without the express written consent of the licensors. I understand I must purchase a 2012 Have A League Your Way promotion kit to purchase Bowling Bucks certificates. Leading Edge Promotions reserves the right to limit the sales of Bowling Bucks certificates to be used only in association with this program. I understand by ordering these Bowling Bucks certificates I also agree to receive business faxes from Leading Edge regarding program information, order date reminders and order acknowledgements.

I have read the P.O. Terms & Conditions and agree. Signature (Center Manager) \_\_\_\_\_ Date: \_\_\_\_\_



League Bowler Merchandise Order Form

Complete this form, choose the option you want and return it to your  
League Coordinator  
Please Print Clearly

Bowling Center Name \_\_\_\_\_

Team Name \_\_\_\_\_ Team Number \_\_\_\_\_

Time & Day \_\_\_\_\_

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone # \_\_\_\_\_

MERCHANDISE LEVEL CHOICE

CHOICE OF LEVEL       GOLD LEVEL       SILVER LEVEL

**REDEEMING YOUR BOWLING BUCKS CERTIFICATE**

Your bowling center will provide you with an individually coded Bowling Bucks Certificate that is redeemable online for merchandise of your choice in the level for which you qualify.

Go to **www.LeagueRewards.com** to review the 100's of officially licensed merchandise options.

When you decide on the merchandise you want, you will be prompted to key in the individual code from your Bowling Bucks Certificate at check out to complete the transaction (complete ordering details are on the Bowling Bucks Certificate) Your merchandise will be delivered directly to your home. Allow 4-6 weeks for delivery.

## Return Policy

### **HAVE A LEAGUE YOUR WAY BOWLING BALLS & PINS**

Since balls and pins ordered through this program are handled directly through [www.HaveABallYourWay.com](http://www.HaveABallYourWay.com), you should direct your customers to review the return policy that is stated online. The Have A Ball Your Way Return Policy can be found in the information area of the site.

For your information the following is a summary of the return policy as stated online.

#### **Personalized Product Return Policy**

Customized/personalized product cannot be returned. All sales are final on customized/personalized products.

#### **Pre-Designed / Stock Product Return**

Pre-designed/stock product can be returned 30 days from the date of delivery. If the product returned is NOT defective, worn, used or drilled and the customer will NOT be purchasing another product, there is a 20% restocking fee. Additionally, the customer will be responsible for shipping costs and insurance cost for the return to our warehouse. The initial shipping cost paid will not be refunded.

#### **Pre-Designed/Stock Product Exchange**

Pre-designed/stock product can be exchanged 30 days from date of delivery. If the customer would like to exchange a product that is NOT defective, worn, used or drilled for a different product, the customer will be responsible for shipping and insurance costs. to our warehouse. Any differences in price and shipping charges will be charged or credited accordingly. Products returned must be new, unused, and in the original packaging.

#### **Manufacturer Warranty Claims**

If any product is defective and the customer would like to file a warranty claim, the customer will be responsible for shipping and insurance cost to our warehouse. If the product defect warrants a claim and is within the warranty period, we will ship the customer (free of charge) a new product to replace the defective product. If the original product is no longer available, we will ship a similar product. In cases where a suitable replacement cannot be located, you will receive a credit equal to the original price paid for your next purchase with [OnTheBallBowling.com](http://OnTheBallBowling.com).

#### **Incorrect Item Received**

If you have received the wrong item, please contact us at 1-888-2-GO-BOWL (888-246-2695) extension 110. Please refer to your order number. We will arrange for your item to be returned for replacement.

#### **Damaged Item Received**

If the customer receives an item that is damaged and the customer feels that it needs to be returned please follow these simple steps.

1. Email Jack Sullivan ([jack@leadingedgepromo.com](mailto:jack@leadingedgepromo.com)) with a description of the damage and photos of the product (and shipping box if it was damaged in shipping to the customer). Order number and customer's telephone number along with the best time to reach the customer must be included.
2. If the customer is not able to send images of the damage customer can call us at 1-888-2-GO-BOWL (1-888-246-2695) ext 110.

Return Address: [OnTheBallBowling](http://OnTheBallBowling.com), Attn: Return Center, 2001 W. Parkes Ave. Broadview, IL 60155