



## Official NFR Online Ticket Exchange

# Buyer's Guide

Las Vegas Events, in association with the PRCA, has partnered this year with PrimeSport to provide rodeo fans with the opportunity to buy and sell Wrangler NFR tickets through the Official Online NFR Ticket Exchange. In addition to this being the official site, we offer all rodeo fans the confidence in knowing that they are utilizing a location which provides a safe, secure and authentic location to buy and sell rodeo tickets.

❖ **How do I know that the tickets listed on this exchange are authentic?**

*All tickets listed on the Official NFR Online Ticket Exchange are covered by PrimeSport's 100% guarantee. As the official online exchange for the Wrangler National Finals Rodeo, you can shop on our site with confidence in knowing your tickets are being sold or purchased on the only authentic and secure site for NFR tickets.*

❖ **What types of payments do you accept?**

*We accept VISA, Mastercard, America Express, and Discover. All prices are listed in U.S. Dollars. The billing address will be verified with your credit card company so you must use the exact address where your credit card statements are sent.*

❖ **Is there a fee for buying tickets on the exchange?**

*There is a 15% order processing fee charged on each purchase in order to manage and maintain the Official NFR Online Ticket Exchange. All fees will be shown clearly prior to asking for any payment information.*

❖ **Do I have to pay sales tax?**

*Sales tax is not charged on any purchase, regardless of your state of residence.*

❖ **How are my tickets shipped?**

*Once in hand, all tickets will be shipped overnight via Federal Express or Priority Mail via the United States Postal Service. In order to ensure receipt of tickets, we will require a signature on all deliveries. Starting 3 days before the Wrangler National Finals Rodeo, delivery will be restricted to our Will Call location which will be located at the Ticket Exchange Booth at the Cowboy Christmas Gift Show (Las Vegas Convention Center).*

❖ **When will the Official NFR Ticket Exchange stop selling tickets**

*The Official NFR Online Ticket Exchange will shut down at 4:00pm prior to each performance. You may continue to purchase Mad Dash tickets at the Thomas and Mack Center Box Office until the start of each performance.*

❖ **What is your refund/exchange policy?**

*All sales are final. Once an order is placed, there are no returns or cancellations for any reason.*

❖ **What if my event is canceled?**

*In the event of a cancellation of any of the ten NFR performances, your order will be refunded minus any shipping costs originally paid. Tickets must be returned within 48 hours of the cancellation in order to receive a refund.*

❖ **What if my tickets are lost or stolen?**

*When you receive your tickets, keep them in a secure place. If your tickets are lost or stolen, you must contact the PrimeSport Customer Service Office at 866-606-5851 for assistance.*

❖ **Will my seats be together?**

*All seats listed on the exchange with a quantity greater than 1 will be together.*

❖ **When should I expect to receive the tickets I purchased?**

*Once you complete the purchase on our system, you will receive a confirmation email from PrimeSport. Season tickets are not mailed until mid-September. Therefore, you should not expect to receive the tickets you have purchased earlier than October 1<sup>st</sup>. After this time, once tickets have been purchased, you should expect to receive them within 7 business days of the purchasing date. If you have any questions on the delivery of your tickets, contact the PrimeSport staff at 866-606-5851.*

❖ **Can I ship my tickets to an alternate address?**

*Shipping tickets to an alternate address may require faxed authorization from you. The authorization will include a signed document along with legible copies of your driver's license and the credit card used during purchase. This authorization helps to protect you and PrimeSport against fraudulent credit card use.*

❖ **What does "comparable price range" mean?**

*In the event that the exact tickets are unavailable for any reason, PrimeSport has the right to move you into a better or comparable section in the price range in which you originally ordered. In most cases, a representative will contact you prior to confirm a seat location change.*

## **Official NFR Online Ticket Exchange General Questions**

❖ **What are your office hours in the event we have questions for the PrimeSport staff?**

*Prior to the start of the NFR, our office hours are Monday thru Friday 9am-6pm EST and Saturday 10am-5pm EST. Once the rodeo starts, we will be located in Las Vegas at the Cowboy Christmas Gift Show for the duration of the event to assist with your questions.*

❖ **How do I contact the Official NFR Online Ticket Exchange?**

*For immediate assistance, please call the PrimeSport staff at 866-606-5851.*

❖ **Can I still purchase tickets at the Official Ticket Exchange at the Cowboy Christmas Gift Show?**

*Yes, we will still be selling individual performance tickets at the Cowboy Christmas Gift Show; however purchasing tickets through the online ticket exchange is a great way to secure tickets before traveling to Las Vegas.*