

## TERMS & CONDITIONS | Redemption Program \_ Updated November 17, 2017

Welcome to the Topps Redemption Program. By participating in our Redemption Program, you agree to these terms. Please read them carefully. Topps may amend or modify these terms from time to time in its discretion.

### **Why did I get a redemption card?**

At time of the product release, Topps was unable to insert into the release the completed card of the player(s) indicated on the reverse side of your redemption card. There may be multiple reasons why Topps may not have been able to insert the completed card into the final release, including the player(s) being unable to sign during the production window, cards being damaged in production or various other production issues.

### **How do I receive the completed card?**

To receive the completed card of the player(s) indicated on your redemption card, gently scratch off the silver covering to reveal the redemption code. Enter the redemption code into your redemption account on Topps.com.

### **What if I can't read the redemption code?**

If the redemption code cannot be read, please hand print your information on the back of the redemption card and mail it to: Topps Redemption Cards, 2300 Stafford Avenue, Suite 800, Scranton, PA 18505. Redemption cards will not be returned.

### **What happens if Topps cannot read the code once it is mailed in?**

If Topps is unable to read the code printed on the redemption card, the card will not be redeemed. The redemption card is void.

### **What if the system will not accept the code I entered?**

If the system will not accept a redemption code, please complete your information on the back of the redemption card and mail it to: Topps Redemption Cards, 2300 Stafford Avenue, Suite 800, Scranton, PA 18505. Redemption cards will not be returned. You may call Topps Customer Service (1-800-489-9149) to confirm if the code you are entering is valid before mailing the card.

### **How many times can a redemption code be redeemed?**

Redemption codes can only be redeemed one time. Any additional attempts to redeem a code will be rejected and the redemption card and code will be void.

### **What if I do not have access to the Internet to redeem the code?**

If you are unable to redeem online please hand print your information on the back of the redemption card and mail it to: Topps Redemption Cards, 2300 Stafford Avenue, Suite 800, Scranton, PA 18505. Redemption cards will not be returned

### **When do I have to enter my redemption code?**

Redemption codes must be received or entered on Topps.com no later than the expiration date printed on the redemption card. Expiration dates can vary. Expiration dates cannot be extended. Please make sure to review the expiration date on the front of the redemption card.

### **How do I submit an expired redemption code?**

Once a redemption code expires, it cannot be extended or redeemed.

### **How long does it take to receive the completed card after entering my redemption code?**

Please allow up to 15 weeks for processing, except for Mystery Redemptions which may take up to 6 months after announced. On our blog, Topps posts a weekly redemption report, which consists of the completed cards that are ready to be fulfilled the following week. Find the Topps blog here: <http://www.topps.com/blog/category/topps-blog/>.

### **What is a Mystery Redemption?**

A Mystery Redemption is for a player(s) which Topps announces later in the season. Once the player is announced, Topps produces the card. Topps issues Mystery Redemptions to capture new rookies or players who may accomplish historic feats after a product release is completed.

### **What happens if the card is not available in 15 weeks?**

If the completed card is not available in 15 weeks, you may request a substitution of equal current market value. Topps reserves the right in its discretion to deny a substitution request at any time based on the status of the redemption card due to you (as determined by Topps). This includes substitution requests made through the consumer's redemption account on Topps.com, which may be reversed. In addition, Topps maintains the right in its discretion to substitute a new card if the card you are submitting the redemption for cannot be completed and Topps determines it is to be 'uncirculated'.

### **How are card values determined?**

When you request a substitution (or when Topps provides a substitution card), you will receive a card of equal or greater CURRENT market value. Current market value is based on various factors, including eBay and Beckett pricing.

### **What card will I receive as the substitution?**

Substitute cards are selected randomly by Topps based on current market value and available inventory for the same sport or property. From time to time, Topps may offer you a choice between multiple substitute cards that Topps' determines have equal value. You will have up to 48 hours (or less if communicated by Topps) to choose which card(s) to receive. If you do not respond within the required time frame, Topps may withdraw any offers. In all instances, (whether you request a substitute or Topps decides to substitute a card), substitute card choices made by Topps are final.

### **What if I want a specific player or team as a substitute?**

A request can be made for a specific player or team but it is not guaranteed. Inventory is limited and Topps may not have all players/teams available at appropriate values. From time to time, Topps may offer you a choice between multiple substitute cards that Topps' determines have equal value. You will have up to 48 hours (or less if communicated by Topps) to choose which card(s) to receive. If you do not respond within the required time frame, Topps may withdraw any offers.

### **How do I update my mailing address, email address or other personal contact information?**

Log into your redemption account to edit your contact information. It is important to keep this information current to allow Topps to contact you and to receive your completed redemption card. Failure to maintain current information may result in not receiving your completed card or having the redemption cancelled.

### **What happens if I do not receive my package after it ships?**

Notify Topps within five business days if your package is not delivered within the estimated delivery time advised by FedEx and/or USPS.

### **What happens if my package is received damaged?**

Notify Topps within five business days of receipt. You will need to return the original packaging and item to Topps in order for Topps to replace any damaged items.

### **What happens if my package is missing any item?**

Notify Topps within five business days of receipt. You will need to return to Topps the original packaging in order for Topps to confirm and/or replace any missing items.

**What happens if my package is returned to Topps (undeliverable)?**

If Topps receives your package back, undeliverable via the carrier, Topps will notify you via your current email address on file. Topps will need your current mailing address to reship the package. If Topps does not receive a response within 10 business days, the redemption will be cancelled and items will be forfeited.

**What happens if my package is returned undeliverable a second time?**

Topps will reship the package C.O.D. to an updated address.

**General Items**

These terms and your participation in the Redemption Program are governed by the laws of the State of New York without regard to its conflict of law provisions. Any and all claims, causes of action or disputes (regardless of theory) arising out of or relating to the Redemption Program shall be brought exclusively in the courts located in the county of New York, New York or the U.S. District Court for the Southern District of New York and you agree to submit to the personal jurisdiction of the courts located within the county of New York or the Southern District of New York.

If any provision of these terms is found by a court of competent jurisdiction to be invalid, you agree that the court should endeavor to give effect to the intentions as reflected in the provision, and the other provisions of these terms remain in full force and effect.