

Perfect 10 Voucher Packs FAQ

Q: Where can I redeem my vouchers to get my tickets?

A: Beginning February 13, 2012 at 10 am, you may redeem your vouchers at any Indians Team Shop or the Progressive Field Ticket Office

Q: Can I redeem my voucher online?

A: No, vouchers can only be redeemed at an Indians Team Shop or the Progressive Field Box Office.

Q: What games can I exchange my voucher for?

A: Any 2012 regular season home game. Subject to availability when you redeem.

Q: What if there is no availability for my seating category when I go to redeem my voucher?

A: You would have a few options:

- Redeem your voucher for best available regardless of location (you will not be refunded the difference).
- Upgrade your voucher by paying the difference to the next price level.
- Save your vouchers to exchange for another game that does have availability in that seating category.

Q: Can I redeem my vouchers the day of game?

A: We will redeem vouchers if seating is available, but we highly recommend that vouchers be redeemed in advance of game day.

Q: Not all Indians game tickets are priced equally. How will that work with Perfect 10 vouchers?

A: The voucher is not subject to variable pricing and is not affected by it in any way.

Q: Can I pick a few games?

A: The Perfect 10 Vouchers provide the ultimate flexibility. You can use the vouchers in any combination for any game.

Q: What if I lose a voucher?

A: Lost vouchers cannot be reprinted or refunded under any circumstances. They should be treated like cash and stored in a safe location.

Q: What if I have vouchers left at the end of the season, can I get a refund or use for 2013?

A: No, there are no refunds of Perfect 10 Vouchers and they must be used during the 2012 Indians Baseball season.

Q: Who do I call with questions?

A: You can always call the Cleveland Indians Fan Services Department at 216-420-HITS.

Q: How can I receive a free Indians hat with my purchase voucher pack?

A: You must purchase your voucher pack through DDM stores between November 25-December 25 to receive a free hat. This hat will not be available at Indians Team Shops

Q: How can I enter to win an Opening Day suite?

A: An entry form is attached to your voucher pack. Fans can turn this into DDM Stores and Team Shops or mail back to Perfect 10 Voucher Pack Sweepstakes, Cleveland Indians, Attn: Corporate Partnerships Department, Progressive Field, 2401 Ontario Street, Cleveland, Ohio 44115.

Q: How long does the Opening Day Suite sweepstakes run?

A: It runs from November 25-December 25

Q: Is there an alternate entry for the Opening Day Suite sweepstakes?

A: Yes, there is a no purchase is necessary way to enter by sending a 3x5 card with your information to Perfect 10 Voucher Pack Sweepstakes, Cleveland Indians, Attn: Corporate Partnerships Department, Progressive Field, 2401 Ontario Street, Cleveland, Ohio 44115.