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## AWARDS – FREQUENTLY ASKED QUESTIONS (FAQ)

### Broken or Damaged Awards

1. As an association manager, I received a box of crystal awards and plaques from USBC's award vendor and there are broken awards in the shipment. How do I get broken awards replaced?

**ANSWER:** Within 30 days of receipt of the broken plaques/crystal awards, contact USBC Headquarters at 1-800-514-2695, ext. 8953 or via email to [ma@bowl.com](mailto:ma@bowl.com). The damaged/broken award(s) will be replaced at no cost. If the damaged/broken award(s) is/are **NOT** reported within 30 days from the date shipped, the association will be responsible for the replacement cost of the award(s).

2. I had my 300 game plaque, and 800 series crystal award shipped directly to my home address. I received both awards and my 800 series crystal award was broken. How do I get my broken 800 series crystal award replaced?

**ANSWER:** Within 30 days of receipt of broken plaques/crystal awards, contact USBC Headquarters at 1-800-514-2695, ext. 8953 or via email to [ma@bowl.com](mailto:ma@bowl.com). The damaged/broken award will be replaced at no cost. If the damaged/broken award is **NOT** reported within 30 days from the date shipped, the Member will be responsible for the replacement cost of the award.

3. I received my ring and it was damaged. What do I do?

**ANSWER:** Within 30 days of receipt of your ring, please contact our ring vendor, Keepsake, at 1-800-982-6515 to get instructions on how to return the ring for repairs or replacement.

4. The stone fell out of my ring. Can I get this fixed?

**ANSWER:** Yes, contact Keepsake directly at 1-800-982-6515 to get instructions on how to return the ring to have the stone replaced.

### Shipped to the Wrong Address or Incorrect Name or Date

5. I received confirmation that my award shipped; however, the email/letter confirmation is showing that it will be shipped to the wrong address. How do I get the shipping information corrected?

**ANSWER:** Immediately contact USBC Headquarters at 1-800-514-2695, ext. 8953, or via email to [ma@bowl.com](mailto:ma@bowl.com). If it is determined the award shipped to the correct address but was never received, a new award will be issued at no cost to the Member. If the award was processed with the wrong address by the association, then the association will be responsible for the replacement cost of the award.

6. I received an award with someone else's name on it. What should I do?

**ANSWER:** Immediately contact USBC at 1-800-514-2695, ext. 8953, for further instructions.



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7. I received an email from USBC Headquarters that my award shipped, but I do not recognize the name or address listed in the email. What should I do?

**ANSWER:** Please contact USBC at 1-800-514-2695, ext. 8953, or via email to [ma@bowl.com](mailto:ma@bowl.com) for further instructions.

### Lost or Stolen Awards

8. My house was broken into and my USBC (or ABC/WIBC/YABA) rings were stolen. Can I get them replaced?

**ANSWER:** Yes, you can contact our ring vendor, Keepsake, directly at 1-800-982-6515 or go directly to their [website](#) to purchase replacement rings.

### Award Upgrades

9. I shot a 300 game and would like to upgrade my ring. How do I pay for it?

**ANSWER:** Payments for upgrades to rings are made directly to Keepsake. Once your award has been processed and approved, you may contact Keepsake directly at 1-800-982-6515. If you have provided us with your current email address, you will receive an email providing you with Keepsake's contact information, along with your USBC purchase order number to provide Keepsake when you call and make arrangements for payment of your upgrades.

### Incorrect Sizing

10. I received my ring and it doesn't fit. How can I get it resized?

**Answer:** Our ring vendor, Keepsake, will resize your ring once at no charge. You will simply pay the shipping cost. Please contact Keepsake directly at 1-800-982-6515 for instructions.

### Award Eligibility Requirements

11. I bowled a 300 game and this was my second achievement of the season. Am I eligible for an award?

**ANSWER:** USBC offers an adult lifetime award for your first 300 game, first 800 series and first 900 series achievement bowled. You may purchase additional awards for each achievement earned thereafter. For award ring purchases, please visit [www.keepsakebowling.com](http://www.keepsakebowling.com). For crystal awards and plaques, please visit [www.USBCBowlingAwards.com](http://www.USBCBowlingAwards.com). If you need additional information or have further questions, please contact USBC at 1-800-514-2695, ext. 8953, or via email to [ma@bowl.com](mailto:ma@bowl.com).



12. I am an adult Member and I rolled my first 300 game in my summer league in August. I just rolled a second 300 game in my winter league. Do I get an award for the 300 game rolled in my winter league?

**ANSWER:** No, USBC gives one adult lifetime honor award per achievement (300 game, 800 series, 900 series). Additional scores will be officially recognized by USBC and should be reported to your local association and to USBC Headquarters for inclusion in your permanent bowling achievement history. Once your scores are reported and approved, you may purchase an award commemorating your accomplishment at either [www.keepsakebowling.com](http://www.keepsakebowling.com) or [www.USBCBowlingAwards.com](http://www.USBCBowlingAwards.com). Please see *USBC Playing Rules Book*, Rules 51a and 51b for additional information.

13. I am a new association manager. I had an adult member roll a 300 game and an 800 series in one competition. Does this member receive an award for each achievement?

**ANSWER:** USBC gives one adult lifetime award per achievement (300 game, 800 series and 900 series). A member may purchase an award ([www.keepsakebowling.com](http://www.keepsakebowling.com) or [www.USBCBowlingAwards.com](http://www.USBCBowlingAwards.com)) for multiple high score awards rolled as a USBC member.

14. If I pre-bowl or post-bowl a 300 game or an 800 series, am I eligible for an award?

**ANSWER:** USBC High Score Awards cannot be earned while pre- or post-bowling unopposed. Please refer to *USBC Playing Rules Book*, Rule 50 and Rule 111e/7.

15. My team is scheduled to bowl against Team Dynamite on our regular league night. Team Dynamite cannot bowl on our scheduled league night. My team and Team Dynamite scheduled against each other to pre- or post-bowl the games together. Will we qualify for USBC High Score awards?

**ANSWER:** Yes, matches bowled in direct opposition with your opponent qualify for USBC High Score awards. For reference see *USBC Playing Rules Book*, Rules 50 and 111e/7.

16. If two teams from our league are NOT scheduled against each other and they pre- or post-bowl the match together, do they qualify for USBC High Score awards?

**ANSWER:** No. While two teams from the same league are bowling together, they are NOT bowling in direct opposition because their scores are not being compared against each other to determine wins or losses. This is considered an unopposed situation; therefore, those games would not be eligible for USBC High Score awards. For reference see *USBC Playing Rules Book*, Rules 50, 51 and 111e/7.

17. Our team bowled a Baker 300 game. Does everyone on the team receive an award?

**ANSWER:** No, all teams that bowl a Baker 300 game are eligible to receive a Sponsor's award. Each team is eligible for one award during the bowling season (Aug. 1 - July 31). Additional plaques may be purchased by contacting USBC Headquarters at 1-800-514-2695, ext. 8953, or email to [ma@bowl.com](mailto:ma@bowl.com). Please refer to *USBC Playing Rules Book*, Rule 51d.



## Award Processing, Forms and General Information

18. I am a self-processing center for youth. Can I process a 300 game or 800 series achievement through the Youth Processing System?

**ANSWER:** No, youth high score achievements must be sent directly to USBC Headquarters for processing.

19. I'm an association and was given a Baker 300 game award form. How do I process the award?

**ANSWER:** Baker 300 game award forms are processed at USBC Headquarters. Please send the award application and verification of the score to USBC Awards, 621 Six Flags Drive, Arlington, TX 76011; or fax the award application to 1-817-385-8260; or scan and email the award application to [ma@bowl.com](mailto:ma@bowl.com).

20. I have several awards that I achieved in my bowling career. How do I get a list my achievements?

**ANSWER:** For honor scores rolled August 1, 1998, and later, you may click [here](#) and print your full profile. For a copy of your complete achievement history (including scores rolled prior to August 1, 1998), please contact USBC Headquarters at 1-800-514-2695, ext. 8953, or send an email with your request to [ma@bowl.com](mailto:ma@bowl.com).

21. I bowled a 300 game in 1995. Why can't I view it on BOWL.com?

**ANSWER:** BOWL.com lists honor score achievements from August 1, 1998, to the current date. If you would like a listing of your achievement history, please contact USBC Headquarters at 1-800-514-2695, ext. 8953, or via email to [ma@bowl.com](mailto:ma@bowl.com) to request a copy of your achievement history.

22. I rolled two 300 games and seven 700 series during my winter league. Should my multiple achievements be submitted to USBC?

**ANSWER:** All qualifying achievements are to be submitted to the local association, processed and transmitted to USBC Headquarters. If a member repeats an achievement, each repeat is entered as a multiple achievement. By entering all achievements, including multiples, the member's complete achievement history is maintained.

23. I am a league secretary and would like to order youth awards. How would I do this?

**ANSWER:** You can print a purchasable award form on BOWL.com [here](#); fax your request to USBC at 1-817-385-8260; or mail to USBC Headquarters, Attn. Membership and Award Services Team, 621 Six Flag Drive, Arlington, TX 76011.

24. I am a league secretary and need award forms. How can I get them?

**ANSWER:** Downloadable and printable Award forms are located on BOWL.com. Click [award applications](#) to download and print award forms.



## Special Achievement Awards

25. I picked up a 7-10 split. Is there an award for this?

**ANSWER:** No. There are printable certificates located on [www.bowl.com/awards](http://www.bowl.com/awards) that can be downloaded and printed for presentation. Click [here](#) for this award certificate.

## Sport Awards

26. I bowl in a Sport league and I rolled an 800 series. I received a letter stating the award was denied due to the Sport conditions not being met. Am I still eligible for a standard 800 series award?

**ANSWER:** Yes, if a Sport award is denied, you are still eligible for a USBC standard award as long as all USBC Playing Rules were obeyed. You would need to re-submit a standard high score award application for your USBC High Score Award.

## Award Denials

27. I bowled an 800 series during league in December. I had not paid my USBC National membership dues at the time I rolled my 800 series. When I discovered I had not paid my dues, I immediately paid them in January. Am I entitled to my 800 series award?

**ANSWER:** No, not if the score was rolled in December and you paid your dues in January. Annual USBC National membership dues must be paid before completion of the bowler's first series in league competition (adults); before the bowler's third session of league competition (youth); and before participation in a tournament. Please reference *USBC Playing Rules Book*, Rules 101 and 300c.

28. I paid my USBC National membership dues on the first night of league bowling in September. I bowled a 300 game in early January during league play. I was notified that my USBC National membership dues had never been received by USBC Headquarters. Am I entitled to receive my 300 game award?

**ANSWER:** Yes, if your league started in September; you paid your USBC National dues the first night of your league and have verification of payment (receipt or cancelled check). Even though your league did not turn in the league certification application and membership dues to the local association for processing until sometime in mid-January, you in good faith timely paid your USBC National membership dues.

29. I received a letter that my achievement/award was denied. I feel this is an error, what can I do?

**ANSWER:** You have the right to appeal the decision. If you feel your achievement/award was denied in error and have documentation to support this, you have 10 days from the date on the letter to submit the information in writing. Appeals may be mailed to USBC Rules, 621 Six Flags Drive, Arlington, TX 76011 or emailed to [rules@bowl.com](mailto:rules@bowl.com).