

5050 ONTARIO LOTTERY 2023

FAQ

Q: How do I get my tickets when I order online?

A: Tickets will be automatically delivered to the email address you provide! Free of charge.

Please check your junk mail and spam folders, tickets can sometimes be filtered due to strict filters. Tickets are delivered via "GGH 5050<<u>weborders@5050central.com</u>>". Please add this email address to your email contacts to avoid future emails landing in your junk and spam filters.

Q: I didn't receive my tickets, what do I do?

A: If you do not receive your tickets in the first 15 minutes after purchasing, please do the following:

First, please check your junk mail and spam folders, tickets can sometimes be filtered due to strict filters. Tickets are delivered via "GGH 5050" – weborders@5050central.com. Whitelist this address with your email provider.

If you check spam and still can't find your tickets, please contact The Foundation of GGH at foundation@gghorg.ca or 519-837-6422. with:

- Your name
- The name the tickets were purchased under
- When you purchased the tickets
- The email address the tickets should have been sent to

We will check into the purchase, and get in touch with you.

Q: Are tickets refundable?

A: All purchases are non-refundable. If you have found an issue with your purchase and would like to inquire, please contact The Foundation of GGH at foundation@gghorg.ca or 519-837-6422.

Q: Which payment methods are accepted?

A: We accept VISA and MasterCard

Other questions?

If you have any further questions about the 50/50 lottery, please contact The Foundation of GGH at foundation@gghorg.ca or 519-837-6422.