Spartan Ticket Turnback FAQ

What is Ticket Turnback?

Ticket Turnback allows Spartan season ticket holders to return unused tickets back to Spartan Athletics PRIOR TO THE GAME. In turn, returned tickets support the athletic department by giving us an opportunity to resell or provide tickets for community groups while filling seats with other Spartan fans.

What is the deadline to turn tickets back to Spartan Athletics?

Hard tickets can be turned back up to 1 hour prior to game time on game day.

Will I get a refund or Spartan point credit?

Spartan point credit and refunds will NOT be given for tickets returned to the program.

Where can I turnback tickets?

- Online at www.msuspartans.com
- In person at Jenison Field House on Monday - Friday
  - August-December (10:00am – 6:00pm)
  - January-July (10:00am – 5:00pm)

How Do I Turnback a Ticket Online?

1) Go to www.msuspartans.com
   a. Scroll over the TICKETS tab at the top of the screen
   b. Click on ORDER TICKETS
2) Scroll over MANAGE MY ACCOUNT at the top of the screen, then click on “Spartan Ticket Turnback”
   i. a. If you have used the online ticket office before, input your information under RETURNING ONLINE CUSTOMER
   ii. If you have not used the online ticket office before click on “Activate Your Account” - you will need your AD/Ticket Number and PIN provided by the Spartan Ticket Office (tickets@msu.edu or 517.355.1610)
4) Click the RETURN link below the game you wish to return.
6) Check one box for each individual seat you wish to turn back to Spartan Athletics.
7) Click SUBMIT
8) You will be asked to confirm your request on the following page.
9) You will receive an email confirmation stating that the Ticket Turnback was successful.
10) Please destroy the original ticket(s) as their barcode has been deactivated.
11) A person trying to gain admission with the original ticket will be denied entry.

For more information, contact: Spartan Ticket Office
                           517.355.1610 or 800.GO.STATE
                           tickets@msu.edu