

# 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](http://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](http://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](mailto: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](mailto:tickets@msu.edu)