

Texas Lottery® Retailer Support

October 8, 2026

Frequently Asked Questions: Lost, Stolen or Damaged Tickets

Am I responsible for tickets that are lost, stolen or damaged by fire or flood?

Lost or Stolen Tickets

Within 24 hours of discovery that tickets have been lost or stolen, call the Brightstar Hotline at **800.458.0884**. The sooner you report missing tickets, the sooner they can be deactivated in the system, which will prevent the tickets from being validated. If validations occur on missing tickets, you will be financially responsible for the range of tickets in which the validations occurred.

1. After you report stolen tickets to the Brightstar Hotline, contact your local law enforcement agency and request a case number.
2. Call the Brightstar Hotline again within 24 hours and provide the case number to complete the process.

If you find tickets that were reported lost or stolen, do not sell any of them. They all must be returned to your lottery sales representative.

Damaged or Destroyed Tickets

Tickets are considered damaged or destroyed if rendered unsalable through circumstances not the fault of the retailer. Follow these guidelines to request credit.

1. Call the Brightstar Hotline at **800.458.0884** as soon as possible, no later than three (3) weeks from the occurrence.
2. If tickets were damaged by fire, report to appropriate fire department authorities and provide Texas Lottery Retailer Services a copy of the fire marshal report.
3. If tickets were damaged other than by fire, provide Retailer Services a copy of the insurance claim or receipt for repairs.
4. You may receive credit for a range of Activated tickets that are damaged or destroyed if no validations have occurred on tickets in the range reported.
5. A ticket that is illegible or damaged while printing at the terminal may be considered a misprinted ticket. You may receive credit for a misprinted draw game ticket by sending the ticket with a [Retailer Request for Adjustment form](#) to the Texas Lottery, postmarked before the time printed on the ticket. A ticket that does not print due to "out of paper" will not be accepted for credit.
6. Credit for damaged tickets may be granted for no more than two (2) incidents in a 12-month period.

For more information, contact Texas Lottery Retailer Services Monday - Friday, 7:00 AM - 5:30 PM CT at **800.375.6886**, or email RetailerWebHelp@lottery.state.tx.us.



SUPPORTING TEXAS EDUCATION
AND VETERANS