

## Online Exchange Instructions

1. Log in to your Online Account Manager on a desktop, tablet or phone internet browser (this will not work through the app).
2. Please select 'Manage Tickets'.
3. Please find the game you'd like to exchange out of and click 'Select Event'.
4. Please click 'More' on the top right side above where your seats are listed.
5. Click 'Exchange'.
6. Select the seats you would like to exchange out of and click 'Continue' at the bottom of the page.
7. Click 'Select Event' next to the game you would like to exchange into (Note that Blackout or Premium Games will not be available).
8. This will take you to the interactive map.
  - a. On the bottom left-hand side, you will see a 'Current Seat Info' button that will allow you to see the value of your current seats for the game you are exchanging out of.
  - b. Each game class has a different ticket value (value, value plus, etc.). A complete list of games and what class they fall in are listed back on the website.
  - c. If you were to move down a class, 'Value Plus' game into a 'Value' game, you will receive credit for the difference.
  - d. If you were to move up a class, 'Value' game into a 'Value Plus' game, you would owe the difference.
9. Select the section and seats you would like to exchange into. Once clicked, it will add them to your cart in the top right-hand corner of the screen.
  - a. When hovered over your cart, it will show you the value of the seats you are exchanging into as well as the value of your current seats you are exchanging out of.
10. Click 'Continue'.
11. Review the details of your exchange and click 'Submit'.
- 12. If you are upgrading to a higher classed game, payment will be due on this next screen. If not, it will show a balance of \$0.\*\***
13. Please check the box next to 'I accept the Terms and Conditions' and click 'Place Order'.
14. You will receive a confirmation email once the exchange is processed.

**\*\*If you received any credit back from your exchange, this will be noted in the confirmation email sent after the exchange is processed. There is no refund of the credit from exchanges, and it must be used in the current season. Credit can be used toward adding on single game seats for individual games or toward your Renewal for the 2026-27 season. It cannot be used toward playoffs for this season.**

You can exchange out of 'Blackout' and 'Premium' games into 'Value', 'Value Plus', 'Standard' and 'Standard Plus' games online. However, for any game exchanges into 'Premium' games, please contact your Dallas Stars Representative directly to process upon availability. 'Blackout' games **cannot** be exchanged into.