



The Telly Awards

45TH SEASON

WINNER FAQ SHEET

We're compiled some common answers to Telly Awards winner questions below. If you need further information, call us at (212) 675-3555 or email us at customerservice@tellyawards.com

1. CAN I ADD CREDITS MYSELF?

Absolutely! Use the email address and password associated with your submission to login and view your entries and credits under the "Completed Orders" tab here: <https://tllly.co/login>. There will be an option to edit and add credits.

After you update the credits, please click save after completing.

2. ARE THERE ANY LOGOS?

Absolutely! Our available promotional materials, including badges, logos, customizable assets, fact sheets, and press release can be found here: <https://tllly.co/WinnerResources>

3. HELP! THE COMPANY, CLIENT, OR TITLE OF MY PIECE IS WRONG!

We're here to help. You can add credits yourself under the "Completed Orders" tab by [logging in here with your email and password](#), but a customer service agent needs to update the winning piece title, company or client. Just email us with the new information and we'll be happy to make the changes.

4. WHY IS A TELLY VIDEO PLAYING INSTEAD OF ENTRY?

It pulls in the winner's reel automatically if it has any trouble pulling the original video. In order for us to include your work in our Winner's Gallery, we need a downloadable version of the file under 300mb (ie: YouTube or download enabled Vimeo link, Dropbox or WeTransfer, etc). The fastest way for or email it to us and we'll update within 24 hours.

5. CAN I CHANGE MY THUMBNAIL & VIDEO?

The video would need a downloadable link or file, and it cannot be different from what you already submitted. An example might be removing or adding a logo or watermark. Also, if you would like to change the thumbnails, you will need to provide us with (3) files: (1) 714x322.gif, (1) 428x193.gif and (1) 714x193.jpg. All (3) files need to be included.

6. CAN I LET CLIENTS ORDER FOR THEMSELVES?

Absolutely! Simply provide them with the Confirmation number and Entry ID for the win, and they'll be able to login and checkout as a guest. You can also log into our store and click the "Send To Client" button in the merchandise list, which emails them the Confirmation number and

Entry number. We also send these numbers by regular mail, and they can be found on the original invoice as well. If you do not have them, just let us know.

7. DO WE GET MERCH?

In order to keep our entry fees as low as possible, we don't add merchandise fees up front. As such, we do ask that winners purchase any merchandise they may want [at our store](#). We do offer 1 Winner Package per winning entry, and this includes 1 statuette and 1 certificate for less than the cost of an individual statuette. This is a limited time offer and will eventually expire.

8. WHY CAN'T I ORDER MORE THAN ONE WINNER PACKAGE?

Sincerest apologies, but there is only 1 Winner Package available for each winning piece. This is a limited time offer and will rise in price over several ordering deadlines before eventually expiring. Anything after the Winner Package would be individual pieces at regular prices, and these will not expire from the store.

9. CAN YOU EXPLAIN ORDERING CODES?

- Confirmation Number - Login
- Entry ID - Password

This will be the login/password combination in our store www.tellyawards.com/store
Statuettes are \$275 each plus shipping and any applicable tax, and certificates are \$50 + tax and ship free. Merchandise will be automatically engraved with "2024 Telly Awards" or "2024 Telly Awards, People's Telly" accordingly.

10. WHAT SHOULD I PUT IN THE PERSONALIZATION FIELDS?

The only thing printed on the statuettes is "2024" or "People's Telly 2024" beneath the square Telly Awards logo. After that, you have four lines to personalize, each of which can hold a total of 26 characters each.

We often suggest using the personalization lines as follows:

First Line: Title Piece

Second Line: Category

Third Line: Your name

Fourth Line: Your organization or role

Certificates will mention Gold, Silver or Bronze Winner, but no other information is automatically included. For the trophy, you have 4 lines of personalization to use as you wish, as long as it is within the character line limit. Statuettes will accept 26 characters per line, and certificates will accept 30.

11. WHAT IF MY LINES WON'T FIT?

The statuettes will hold 26 characters per line, and the certificates will hold 30. Unfortunately this is a hard stop from our manufacturer. However, you are welcome to use the 4 available

lines in any manner that you wish. We do have entrants who split long titles between 2 lines or abbreviate when possible.

12. WHAT ARE THE PRICES/TIMELINES FOR ORDERING?

The merchandise ordering deadline is June 14, 2024. We may extend the deadline based on demand, but the prices will rise. We strongly suggest ordering by the order date, especially since statuettes take 8 - 12 weeks to arrive.

Quick Links:

- Store <https://tily.co/store>
- Dashboard Login to update info <https://tily.co/login>
- Contact Info: (212) 675-3555 or customerservice@tilyawards.com

