

WINNER FAQ SHEET

We're compiled some common answers to Telly Awards winner questions below. If you need further information, call us at (212) 970-0223 or email us at customerservice@tellyawards.com

1. CAN I ADD CREDITS OR FIX A TYPO IN MY PIECE TITLE 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://tily.co/login>. There will be an option to edit and add credits. After you update the credits or title, please click save after completing. **Note:** if you need to change the Organization or Client name displayed, please email us directly with "Change Org or Client Name" in the subject line so we track the request.

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://tily.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?

The player pulls in our general 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 or a trailer under 300mb (ie: YouTube or download enabled Vimeo link, Dropbox or WeTransfer, etc). The fastest way to have the video updated is to email the video file 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 generates an email with 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. HELP - I'M LOGGED IN BUT I DON'T SEE MY WINNERS PACKAGE!

Winner's Packages are only available for the winning entrant. To view them, you must login with the email address and password combination used to enter your winning piece in the Telly Awards - if you login by Confirmation Number and Entry ID, you are technically logging in under the "Guest" view. Under this view, you can order single statuettes or certificates, but will not be able to order a Winner's Package.

9. 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.

10. CAN I PAY LATER OR BY CHECK OR WIRE FOR MERCHANDISE?

Only entrants logging in with the original winning credentials have the option to pay by wire or check in addition to credit cards. If you have logged in using the Confirmation Number and Entry ID combination, you will only have the option to pay by credit card.

11. WHAT SHOULD I PUT IN THE PERSONALIZATION FIELDS?

The only thing printed on the statuettes is "2025" or "People's Telly 2025" beneath the square Telly Awards logo - no other information is automatically included. Certificates only mention Gold, Silver or Bronze Winner, but no other information is automatically included. After that, you have four lines to personalize for either item. Statuettes can hold 26 characters per line, but certificates will accept 30.

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



12. 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.

13. WHAT ARE THE PRICES/TIMELINES FOR ORDERING?

The merchandise ordering deadline is June 13, 2025. 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.

14. CAN YOU EXPLAIN ORDERING CODES?

To login to the store, go to: www.tellyawards.com/store.

The main login is the email and password you used to enter your winning work.

- Login: Email Address
- Password: [Reset here](#)

You can also use your Confirmation Number and Entry ID to access the Store

- Alt Login: Confirmation Number
- Alt Password: Entry ID

Quick Links:

- Store <https://tily.co/store>
- Reset password: <https://store.tellyawards.com/Store#/forgot>
- Dashboard Login to update info <https://tily.co/login>
- Contact Info: (212) 970-0223 or customerservice@tellyawards.com

