

Planeswalker Points – Event Appeal Policy

Effective September 6, 2011

This document will define an event appeal and the aspects of an event that may be appealed. Please read this document in its entirety if you are considering filing an event appeal.

Any portion of this policy may be amended, changed, or corrected without prior notice.

The most current version of this policy can be found at http://www.wizards.com/wpn/Document.aspx?x=Event_Appeal_Policy

Section A: Definitions

An event appeal is a formal request to correct a possible error in a player's event history.

A player's event history includes the dates and locations of all sanctioned events a player has participated in, the name of each opponent played, the results of each match, and the number of Planeswalker points awarded from each match and/or event.

Section B: Event Appeal Process

The following are guidelines for filing an event appeal.

Review of a Player's Event History

A player should review his or her event history to check for possible errors. To review your event history, go to <http://www.wizards.com/Magic/PlaneswalkerPoints>. You must be logged into your Planeswalker Points account in order to access your event history.

Review of the Event Appeals Policy

A player is expected to be familiar with this policy to avoid filing an event appeal that does not have a valid basis. Valid and invalid reasons for event appeals can be found in *Section C: Criteria for Filing an Event Appeal*.

Submission of Event Appeals

Event appeals may only be submitted through the Planeswalker Points Event Appeals Form. The form is located at <http://www.wizards.com/Magic/PlaneswalkerPoints/Forms/Appeal>. You must be logged into your Planeswalker Points account in order to access the Event Appeals Form.

A player may appeal more than one aspect of an event. For example, if in one tournament there appears to be an error in the event format reported *and* in the event multiplier of the event, both suspected errors should be included in one event appeal.

If there is a suspected error in two or more events, a player must file a separate event appeal for each of the affected events.

Please keep in mind that event appeals may take four to six weeks to process.

Filing Event Appeals Related to Invitations or Byes to Premier Events

To file an event appeal that is related to an invitation or bye to a Premier Event, follow these steps:

1. Review the Appeals section of the current **Magic** Premier Event Invitation Policy Invitation Policy (the policy can be downloaded at http://www.wizards.com/wpn/Document.aspx?x=Magic_The_Gathering_Premier_Event_Invitation_Policy).
2. If an event appeal for an invitation or bye can be resolved through the Event Appeals process, then follow that procedure. Be sure to mark “Yes” to the “Is this appeal related to Invitations or Byes?” question on the Event Appeals Form and indicate for which specific event. These types of appeals will be reviewed on a priority basis due to their possible time-sensitive nature.
3. If a bye- or invitation-related event appeal cannot be resolved through the Event Appeals process, the player should submit his or her inquiry through the Wizards Help System at www.wizards.com/customerservice with "Invitation/bye related appeal inquiry" in the subject line.

Providing Incorrect Information

A player that knowingly provides incorrect information in an event may be referred for investigation and possible suspension.

Section C: Criteria for Filing an Event Appeal

Valid Reasons for Filing an Event Appeal

- **Listed as participating in event, but did not participate:** An event is listed in a player’s event history, but the player did not participate in the event.
- **Participated in event, but not listed in event results:** An event has been received and processed, but it is not listed in a player's event history.
- **Wrong DCI number reported:** An event has been received and processed, but the wrong DCI number has been used for a player.
- **Incorrect match results:** A player’s event history incorrectly lists the results of a match.
- **Incorrect opponent(s) listed:** A player’s event history lists an opponent that the player did not play.
- **Incorrect rating result:** A player believes he or she did not receive the correct number of points from a match or event.
- **Incorrect points results:** A match history incorrectly lists the results of a match.
- **Incorrect event multiplier:** An event was processed using the incorrect event multiplier.
- **Incorrect number of participants:** An event was processed with the incorrect number of players in the event.
- **Incorrect event format listed:** An event was processed with the incorrect format type. (For example, a Standard event is listed as a Booster Draft event.)
- **Duplicate event results posted:** The results for an event have been reported more than once.
- **Other:** Any other problem not listed above (be sure to put a complete description in the “other information” box). Appeals filed as “Other” may be deemed invalid and denied at Wizards’ sole discretion.

When filling out the Event Appeal Form, please mark *all* the relevant reasons for which you are filing the appeal.

Be sure to use the box at the bottom of the Event Appeal Form to include *all* information that may be needed to resolve your appeal.

Invalid Reasons for Filing an Event Appeal

- Denied event appeals are final and may not be re-filed.
- Errors in events that occurred more than six months ago may not be appealed.
- Errors in invalidated events may not be appealed.
- A player may not appeal an event in which results have not been received or were received with errors and returned to the tournament organizer.
- Rulings made by tournament judges may be appealed to the head judge during an event. The head judge's decisions are final and may not be appealed. Serious concerns regarding judge rulings that may warrant investigation can be submitted through the Wizards Help System at www.wizards.com/customerservice with "Judge Issue" in the subject line. These concerns, however, will not result in the alteration of tournament results.

Event appeals that lack sufficient information cannot be resolved until that information is provided. Be sure to provide as much information as possible when filling out the Event Appeal Form.

If you have any questions about whether a particular aspect of an event may be appealed, see *Section D: Contact Information for Event Appeal-Related Issues* for a list of contacts from which you can request clarification on a possible appeal.

Section D: Contact Information for Event Appeal-Related Issues

If this policy does not address a question or concern you have that is related to event appeals, or if you have questions regarding this policy, please send an email through the Wizards Help System at www.wizards.com/customerservice with "Event Appeals Inquiry" in the subject line. Be sure to include your complete name, email address, and DCI number with any correspondence.