



WINNER FAQ SHEET

We're compiled some common answers to Collision Awards winner questions below. If you need further information, email us at customerservice@collisionawards.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: [Collision Awards dashboard](#). 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 and press release can be found here: <https://collisionawards.com/winner-resources/>

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. 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. If you would like to update the image on the Winner Gallery, simply email us with a new image that is 600x400.jpg

5. 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.

6. 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.

7. HELP - I'M LOGGED IN BUT I DON'T SEE MY WINNER PACKAGE!

Winner 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 Collision 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.

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 I PAY LATER OR BY CHECK OR WIRE?

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.

10. WHAT SHOULD I PUT IN THE PERSONALIZATION FIELDS?

The only thing printed on the statues is the logo and "2024 Collision Award" or "2024 Collision Award Audience Choice" After that you have 3 lines to personalize, each of which can hold a total of 26 characters. We often suggest using the personalization lines as follows:

First Line: Title Piece

Second Line: Category

Third Line: Your name or organization

Certificates will mention Gold or Silver Winner, but no other information is automatically included.

11. WHAT IF MY LINES WON'T FIT?

The statuettes will hold 26 characters per line. Unfortunately this is a hard stop from our manufacturer. However, you are welcome to use the 3 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 August 9, 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 12-14 weeks to arrive.

Quick Links:

- Store <https://store.collisionawards.com/Store#/login>
- Reset password: <https://store.collisionawards.com/Store#/forgot>
- Dashboard Login to update info <https://entries.collisionawards.com/#/dashboard>
- Contact Info: (212) 675-3555 or customerservice@collisionawards.com