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Subscription Questions

How can I purchase a subscription?

There are several ways to purchase a subscription:

- Online using [our secure shopping cart](#)
- By Mail or Fax [the printable form available on our website](#)
- By phone and speaking to one of our customer services representatives. Call 800-282-7043 in the U.S. or 512-353-8906 outside the U.S.
- PLEASE DO NOT e-mail credit card information. It is NOT A SECURE means to transmit personal credit information such as credit card numbers, security codes and credit card expiration dates.

What's my Customer Number and why should I use it?

Your Customer Number is the 5-digit number starting with 1, 2 or 3 that appears just above your Name on your Magazine Mailing Label or Renewal Notice. Using your customer number ensures that we update your subscription correctly, as when you renew your current subscription or to apply modifications to your subscription for special offers and programs.

I bowled in "The BTM Tournament". Why haven't I received a magazine?

Bowlers who are already subscribers to Bowling This Month will begin their new subscription when their current subscription expires. All new "The BTM Tournament" subscriptions will be added to the mailing list at the conclusion of the tournament, if not before.

Why did I receive duplicate issues for the same month?

A duplicate subscription can occur for several reasons. The most common reason is when a current subscriber uses a slightly different variation of their name--such as a nick name--when ordering duplicate subscriptions, renewing a subscription, or when entering "The BTM" tournament. In these cases, our database sees this name variation as a separate new subscriber. If you do receive duplicate issues, please contact us immediately, so that we can correct the error.

When does my subscription expire?

The 3- or 4-digit number just after the 5-digit Customer Number on your magazine label reflects the issue in which your subscription will expire. The YEAR is listed 1st and then the MONTH.

For Example 123 means your subscription will expire with the December 2012 issue. If you are in the US, you will receive your first Renewal Notice 3 months before your expiration date. This notice will come in plastic wrapped with your magazine. If you are in the US, you will receive your second (final) Renewal Notice 2 months before your expiration date. This notice will come

in plastic wrapped with your magazine. Outside the US - you will receive 1 Renewal Notice 3 months prior to your last issue.

When will my magazine arrive?

Your monthly issues should be arriving between the 1st and 15th of the publishing month, if not sooner. However, we do ask that you wait until after the 15th of the month in which the issue is dated, before you report your issue missing, in order for the USPS to have time to deliver.

Why haven't I received my magazine?

Our magazines are mailed directly from the publishing/ mailing house as Periodical Class Mail. Due to the nature of this class of mail, it is possible for people that live next door to each other to receive their magazine at different times. We use this class of mail, as do most other magazines, to keep the cost of shipping as low as possible and therefore, the price of subscription with reason.

My neighbors/friends have already received their magazine. Why didn't I receive mine?

See above **Why do I have to wait to the middle of the month to receive a replacement issue?**

It is possible your issue was misdirected or delayed and we must allow USPS time to get it to you.

Can I purchase more than 2 yrs at a time?

We offer only 1- and 2-year subscriptions. However, we welcome your renewal any time, and will notify you several months in advance when your subscription is coming up for renewal.

How can a purchase a Gift Subscription for someone else?

[Purchase a subscription](#) and put the person's name and address in the shipping section of the order and add any additional information in the customer comments section.

My magazine arrived damaged. Can I get a replacement?

Yes, we can send up to 3 replacement issues per 12- month period at N/C, after that, a \$3 per issue postage change will apply.

What month is my first issue?

- By way of example, subscriptions ordered on or before January 4 will receive the February issue.
- Subscriptions ordered after Jan 4 will receive the March issue

Is there a way to start my subscription with a previous issue?

- Yes. We can backdate your subscription for up to 3 consecutive months. A \$3 per issue mailing charge applies (\$4 for Canada/Mexico, \$7 overseas). This pays for the additional postage cost to mail these issues to you First Class.
- Or, you may purchase any and as many available back issues for \$8 per issue (\$9 Canada/Mexico, \$12 overseas). Backdated issues arrive within 7 days (10-12 days if Canada, Mexico or overseas)

What does backdating mean and how do I know which issue(s) to backdate to?

See above **What is the subscription cancellation/refund policy?**

We offer a prorated refund of your subscription up to 90 days of order. There is a \$5 service charge on all cancelled subscriptions. Claims for non-delivery must be made within 90 days from the date of order.

When I change my address with the Post Office, will the Post Office forward my magazines?

No. The Post Office is not required to forward magazines. They may do so for a month or two, but this does not often occur. Please let us know 6 weeks in advance so that your magazines continue to arrive without interruption.

How do I change my address and when will it go into effect?

- You can fill out a change of address on the subscription page of our website, you can send us an e-mail, you can send us a written notice by mail, or you can call to update your mailing address.
- If we receive your change of address on or before the 4th of the month, your magazine will

arrive at your new address and there will be no interruption in service. All change of addresses received on or after the 5th of the month will miss the next month's issue.

- For example, a change of address received on or before January 4 will take effect with the February issue. A change of address received after January 4th will take effect with the March issue.

- [Online Address Change](#)

Why do I have to pay for an issue I missed due to a change of address?

We must pass along our First Class postage cost to mail another issue to you.

How do I get on/off the E-Mail Newsletter List?

- Click the Unsubscribe button on the e-mail
- [Contact our office](#)

Can I read BTM on the website?

- Yes. A digital edition of the current issue is available on our website. There is currently a free trial of Digital Editions for all paid subscribers. Click "Digital Editions" and then select "Current Issue" to access.

How to avoid missing an issue when you renew

Keep from missing an issue by renewing your subscription as soon as you receive a notice in your physical mailbox or email box. If you're not sure what the cutoff date is, you can go by the date we close the mailing list for the month and the last month of your subscription. If you renew your subscription by the first day of the previous month your subscription ends, you won't miss an issue. Fo

For example, if your last month on your subscription is June, we would need to receive your renewal payment by May 1. The last month of your subscription can be found on your address label. It's the second set of numbers above your name on your address label, YY/MM.

Magazine Article Questions

What do the numerical ratings mean in BTM ball reviews?

See "Ball Notes" printed in most issues of BTM, near the ball review section.

How can I contact a writer?

By email, which is listed in the author's biography on the first page of their article in Bowling This Month, or by filling out our [online form](#)

How can I inquire about writing for BTM?

[Contact the editor](#)

How can I find the issue date of a particular article or ball review?

Use the index link on our Home Page.

Can I reprint an article or ball review that was published in BTM?

No articles, ball reviews, text, images or any other content in the magazine and on our website may be copied, used or reprinted. In some cases written permission may be granted. You may inquire by calling our office.

How do I comment on or dispute information published in BTM?

[E-mail or call the editor or publisher.](#)

Why are some balls that come out on the market not reviewed in BTM?

If a ball was not reviewed in BTM, it was not submitted by the manufacturer for review.

Product Questions

Is there a discount for multiple items purchased?

There may be a shipping discount on your order. Contact the office at 800-282-7043 or 512-353-8906.

How long will it take for non-subscription products to arrive?

Most products are mailed First Class by the end of the week purchased, or 3-4 business days.

What do I do if I don't receive the Products ordered or I got the wrong Product?

You should receive your product(s) within 3-14 business days depending on the product and the date the order was received.

If you have not received your product or you received the wrong product, [contact us immediately](#).

Super School

Where and when is the next Super School being held?

There are no current Super Schools being planned for 2011.

The BTM Tournament

Where and when is the next "The BTM Tournament"?

The Grand Sierra Casino bowling center, Reno, Nevada from March 3-July 3

For more information, please visit our [Official The BTM Tournament Website](#)

When will the "The BTM Tournament" standings be posted?

Within a week or two after completion of the tournament.

When will the "The BTM Tournament" Checks be mailed?

Approximately 30 days after completion of the tournament.

I bowled "The BTM". When will my tournament subscription start?

All New "The BTM" tournament subscriptions will be added to the mailing list at the conclusion of the tournament in time for the September issue, if not before.

If you already have a subscription to Bowling This Month, your tournament subscription will be added to the end of the current subscription. Be sure when you enter The BTM that you use the same exact name you used for your current subscription. Otherwise, you will start receiving duplicate issues and your additional year will not take effect.

How will my current subscription be affected by my entry into The BTM?

See Above.

Will I miss any issues?

No. You should not miss any issues, as long as the name and address you used to enter The BTM was the same as that on the label on your magazine.

Advertising Questions

How do I advertise in BTM or on the BTM website?

Call 800-282-7043 and ask for an advertising representative, or email btm@bowlingthismonth.com. You can view our media kit with pricing and specs by clicking on the "Advertisers" tab on our website, or click [here](#)

How do I contact an advertiser in BTM?

Call 800-282-7043 and ask for an advertising representative, or email btm@bowlingthismonth.com

How do I get listed in the BTM Pro Shop Directory?

Select "Contact and Questions" tab and send us an email listing your pro shop name, city, state/province and phone number.