REFUNDS

General Policy

We give refunds whenever someone has lost either money or a copy from a copy card without getting a copy. The copier may have refused to make any copy or may have jammed.

We will also give a refund when the copy quality is such that copies are unusable. We limit this to 5 copies and expect that people will watch their copies.

Note that we have refund money; we do not have change money. The changers in the copy rooms will change $1.00 and $5.00 bills. We have no other change in the library.

Refund amount

We refund 10 cents per copy lost, whether made originally with coin or copy card.

Caveats:

1. People must turn in copies for which they are getting a refund [assuming one came out!].

2. Occasionally people have problems with copy cards refusing to stop printing and end up needing large refunds. We have to send them to the Main Office in these cases, as we do not keep large refund sums.

Refunds procedure:

1. Refund the money as instructed above.
2. There is a log sheet in the drawer with the copier keys. Fill it out with the date, machine number/color and amount given. The person getting the refund should sign.

Copy card refunds:

We will refund 10 cents per copy if a machine jams or makes an unusable copy for a copy cardholder, just as we would with cash. If the card will not function in a machine, see separate task sheet "Instructions for Pre-Encoded Copier Card Transactions" for details on how to process transactions involving copier cards.