

## Refunds for Patron Prints/Copies

### Definitions:

Library Print and Copy Cards- Are cards purchased by cash from one of three Print/Copy Card terminals in Doheny Memorial Library, Norris Medical Library, or Wilson Dental Library. These cards can only be used to pay for print or copy jobs.

Discretionary Cards- These are also known as student ID cards and USCards. USC individuals have the ability to add money to their discretionary funds and it to pay to print or copy jobs.

### Types of Refunds:

#### 1. Print/Copy Card Terminal- Dispenser or User Error Refunds

A patron may ask for a cash refund if an error occurred when purchasing the card. Examples include:

- User swiped their discretionary card instead of their print/copy card
- User did not swipe card within the time allotted
- Print/copy card jammed in the dispenser

If an error occurred, the terminal will print out a receipt indicating a problem occurred. All refunds must have an original receipt attached to the request form. The patron completes the refund request form, and sends it to [bswitzer@usc.edu](mailto:bswitzer@usc.edu).

If a receipt was not printed, the patron can still fill out a refund form. However, refunds without a receipt are not guaranteed.

Patrons will not receive a refund because they change their mind (buyer's remorse) or if they presumed the machine gave change. Patrons are expected to read the instructions prior to purchase.

#### 2. Printer/Copier Machine Problem

A patron may receive a refund if an error occurred on a print/copy job. Examples include:

- Paper jams on paid print/copy jobs.
- Funds subtracted from account without a printout.

Refunds can be made directly to either their print/copy or discretionary card. Cash refunds will NOT be given. The patron must complete the refund request form with appropriate signatures. The patron or a staff member must deliver the form to [bswitzer@usc.edu](mailto:bswitzer@usc.edu)

## USC Libraries Refund Request Form

Contact Information:

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

### Print/Copy Card Terminal – Dispenser or User Error Refunds

Card # \_\_\_\_\_

Terminal:

Doheny Library       Norris Medical Library       Wilson Dental Library

Reason for refund: \_\_\_\_\_

\_\_\_\_\_

Requested refund amount \_\_\_\_\_

**Please note: You must attach failed transaction receipt.**

### Printer/Copier Machine Problem

Method of payment:

Discretionary Card/ USCard       Print/Copy Card

Card # \_\_\_\_\_

Date and approx. time of transaction \_\_\_\_\_

Print location:       AFA Library       Cinematic Arts Library       Doheny Library

East Asian Library       Leavy Library       Music Library       Norris Medical Library

Science and Engineering Library       VKC Library       Wilson Library

Reason for refund: \_\_\_\_\_

\_\_\_\_\_

Requested refund amount \_\_\_\_\_

Requestor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Refund received by (Print): \_\_\_\_\_

Refund received by (Signature): \_\_\_\_\_ Date: \_\_\_\_\_