

Refunds for Patron Prints/Copies

Definitions:

Print/Copy Cards – are cards purchased by cash from one of three terminals in Doheny, Leavey, or Seaver Science Libraries. These cards can only be used to pay for print or copy jobs (with the exception of the Business and Accounting Libraries).

Discretionary Cards – These are also known as student ID cards and USCards. Students have the ability to add money to their discretionary funds and use it to pay for 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 there 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 was jammed in the dispenser

If there was an error, the terminal will print out a receipt indicating a problem occurred. All refunds must have an original receipt attached to the request form. Once the patron completes the refund request form, it sent to bswitzer@usc.edu .

If a receipt was not printed, the patron can still fill out a refund form. However, there is a possibility that the patron will not get refunded.

Patrons may not receive a refund because they changed 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 there an error occurred on a paid print/copy job. Examples include:

- Paper jams on paid print/copy jobs
- Paid print/copy jobs that just don't print

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

USC Libraries Refund Request Form

Contact Information:

Name _____

Address: _____

Telephone _____

Email _____

Print/Copy Card Terminal – Dispenser or User Error Refunds

Card # _____

Terminal:

Doheny Library Leavey Library Science and Engineering 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: Cinematic Arts Library East Asian Library

Doheny Library Leavey Library Science and Engineering Library

VKC Library AFA Library Music Library

Reason for refund: _____

Requested refund amount _____

Signature of Requestor: _____ Date: _____

Approved by: _____ Date: _____

Refund received by (Print): _____

Refund received by (Signature): _____ Date: _____

Please scan or email this form to bswitzer@usc.edu