Pay-for-Print Refunds Policy

Refund Request process

Refunds are granted in the form of Pay-for-Print Credits. Before submitting a refund request, please log into c-card and check your balance [1] **to see if you were actually charged for the print job.**

- You are responsible for verifying your print jobs and the printer to which they are being sent before you accept the charges. Refunds will only be provided for legitimate reasons.
- Refunds must be requested within 24 hours of the problem.
- Refunds will be granted (in the form of Pay-for-Print credits) within two weeks.

Legitimate Reasons For Refunds:

- Toner smears or streaks.
- Low toner or too much toner (unacceptable print quality).
- Jammed paper.
- Other printer-related defects.

Reasons Not Valid For Refund:

- Printing wrong materials (Use Print Preview to ensure that you are printing the correct materials.)
- Printing multiple copies of the wrong materials (You should preview what you are printing before printing a copy. Do not continue printing when you can see it is not the correct material.)
- Printing to the wrong printer (You should carefully verify the printer you are selecting.)
- Your document was picked up by someone else (Print to a printer near you, and retrieve jobs promptly.)

Complete the form at the following link:

Log in with your HSU User Name and Password to submit a Refund Request [2]

Related Topics

Policy [3], Printing [4]

Source URL: http://www.humboldt.edu/its/payforprint-refunds

Links:
[1] http://c-card.humboldt.edu
[2] http://www.humboldt.edu/its/payforprint-refunds-form
[3] http://www.humboldt.edu/its/category/quicklinks/policy
[4] http://www.humboldt.edu/its/category/quicklinks/printing