

Policy for Lost Items refunds

REFUNDS FOR LOST ITEMS

- Patron must have receipt for cash refund; date of payment must be visible
- Check patrons account for time frame. Full refund may only be issued if item has not been out longer than one month and it is received in satisfactory condition.

TIMETABLE FOR REFUNDS

- Items returned up to one month from receipt date: full refund may be issued when items have been received in satisfactory condition*
- Items returned over one month and up to three months from receipt date: one half of initial payment will be refunded.
- Items returned beyond three months from receipt date: no refund will be issued

*In order to receive a complete refund or any portion of a refund, patron must return items in satisfactory condition. A determination of satisfactory condition will be based on examination of all returned items. Damaged, worn and visibly or non-visibly impaired items will not be accepted for refund.