

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://www2.humboldt.edu/its/payforprint-refunds>

Links:

- [1] <http://c-card.humboldt.edu>
- [2] <http://www2.humboldt.edu/its/payforprint-refunds-form>
- [3] <http://www2.humboldt.edu/its/category/quicklinks/policy>
- [4] <http://www2.humboldt.edu/its/category/quicklinks/printing>