

FARMINGTON PUBLIC LIBRARY

Refund Policy

Approved by Library Advisory Board December 2017

Next review December 2019

Managed by Patron Services Coordinator, Library Director, and/or their designee

1. GENERAL RULES

- a. In order to fully comply with cash handling policies of the City of Farmington, the Library will only be able to issue refunds on certain items.
- b. Items subject to refund.
 - i. Computer prints or copies
 1. Refunds may be made only on the same day payment is received
 2. No refunds will be made for user error.
 3. Paper jams and other equipment malfunction may entitle the user to a refund.
 4. Refunds
 - a. Refunds for payment by credit cards must be made at the Patron Services desk, with the same card used for purchase.
 - b. Refunds for cash payments may be made by staff on duty if appropriate paperwork is presented.
 - ii. Flash Drives
 1. Flash Drives are non-refundable
 2. Flash Drives may be exchanged on the same day if it is faulty
 - iii. Lost Library Materials
 1. The “found” item must be returned within 30 days from date of payment, if brought in with original receipt
 2. No exceptions will be made.
 3. Payments for items that are categorized as “Long Overdue” on the receipt are non-refundable.

2. CASH HANDLING POLICY – CITY OF FARMINGTON

- a. The Library must comply with the City’s cash handling policy and cannot, therefore, accommodate all requests for refunds.
- b. Applicable rules
 - i. An original receipt is required before any refund can be made.
 - ii. Same day refunds
 1. Refunds may be given if the item is returned on the day of purchase
 2. Refund must involve the same type of payment originally made.
 - a. Cash

- i. Cash in an amount of \$19.99 or less may be refunded on the day of purchase.
 - ii. Maximum payment will be \$19.99 without regard to the number of purchases.
 - b. Debit or Credit Cards only by using the same card shown on the original receipt.
 - c. Other refunds will be made through checks issued by the City of Farmington, including:
 - i. Refunds requested after one business day
 - ii. Refunds in excess of \$19.99
 - iii. Refunds of all payments originally made by check
- iii. City of Farmington checks
 - 1. Checks will be mailed within 30 days and after verification that the original check has cleared the bank.
 - 2. A Social Security Number is required before a check will be issued
 - 3. A correct mailing address must be provided before the check will be issued