

Lake Region State College
Policy and Procedure Manual

SECTION 400.09
CREDIT CARD REFUND

This policy and the incorporated procedures are enacted to prescribe the proper method for the issuance of refunds when the original method of payment for the goods or services rendered was by credit card.

1. Only Employees authorized by the Vice President for Administrative Affairs are assigned the responsibility to issue refunds.
2. Customers must present proper photo identification for any refund transaction.
3. Any return for a refund must be accompanied by the original credit card.
4. Proper credit for the return will be posted back to the original credit card account.
5. For customers who have the original receipt/proof of purchase but do not have the credit card, the following procedures must be followed:
 - a. Credit memo, including a signed copy of the receipt and the transaction number from the original sale will be submitted to the Administrative Affairs Office.
 - b. The Administrative Affairs Office will post the credit to the customer's account and, if the credit exceeds any balances due on the customer's account, a refund check will be issued to the customer.

History

Administrative Council Approved 04/30/09

Administrative Council Approved Update 06/11/15