

Print Credit Refund Policy

1. Re-credit for spoilt prints or machine error.

1.1. You can request a re-credit for spoilt prints caused by machine error. The University does not offer any cash refunds for spoilt prints.

1.2. If you have had a problem printing for one of the following reasons:

- Paper jam.
- Low toner, with resulting poor quality.
- Gobbledygook (nonsense) printing.

Please contact an IT and Media Helpdesk immediately with the faulty output or details of your problem. Your print credit account will be adjusted to compensate for the credit lost. Depending on the value of your claim this may take up to one week to process. Please ensure that you are given a call reference number in case you need to query your request. All decisions for refunds are made by the Print Centre or their delegates.

1.3. You will not receive a refund if the error is something that you could have avoided:

- Too many pages.
- Misspelled words.
- Wrong page numbers.
- Incorrect colours on colour printing.
- Printed the wrong document.
- In short, anything you could have checked first in the "Print Preview."

1.4. Please check the amount to be deducted from your print account before you release your print job. If the amount you are about to be charged, or the number of pages to be printed is not what you expect then check and resend the job.

2. Refund of unused Print Credit

2.1. The University is able to issue refunds against unused Print Credit balances of £10 or over.

2.2. Refunds can only be requested in the month of June. Refunds will be credited to you by the end of July. Refunds requested at any other time will attract an administration charge of £10.

2.3. Refunds can only be requested by students who are currently enrolled at the University.

2.4. Refunds should be requested via the IT Service Desk.

2.5. Unused print credit on accounts which are inactive for more than two years cannot be refunded.

Document Control Changes History

Version	Date	Amended By	Recipients	Purpose
1.0	October 2012	Oliver Holmes		
1.1	June 2014	Mark Watson		Update
1.2	April 2016	Mark Watson		Update

Authorisation

Role	Name	Signed	Date
Director of ISS	Raghunath Vydyanath		