



# Rensselaer

Academic Computing Services  
Voorhees Computing Center

## Print Refund Request Form

### Refund Policy

Computing and Information Services will grant refunds for unusable print jobs due to printer errors. This would include refund requests for low toner, overheads printed on regular paper, plotter out of ink or paper during print job, only the header sheet printed, etc. Things such as printing the wrong file, sending your job to the wrong printer, printing multiple copies to compare, or not picking up output *will not* be considered for credit. Requests for credit based upon issues of print quality and/or color variation will be reviewed on a case-by-case basis. If you find that you are having difficulty achieving a desired print quality or integrating images into your printed document, you should request help from an ACS Help Desk consultant or staff member before continuing to print the document.

To request a refund, you must fill in this form and return it, along with the header sheet and any output, to the VCC Help Desk. **YOUR REQUEST MUST BE COMPLETE AND RECEIVED BY HELP DESK STAFF WITHIN 7 DAYS OF THE DATE THAT THE JOB WAS PRINTED.** Most refunds will be completed within 7 days of being received at the Help Desk.

To view detailed information about your printing charges or check the status of a print refund request, go to RCS Account User Statistics at <http://jweb.rpi.edu:8980/rpiusage/> or select RCS Account User Statistics from the ACS homepage. From UNIX, you can view a summary of your current printing charges by entering **pagestatus** at a UNIX prompt.

Charges for black-and-white printing over the \$12.50 free allocation and all color printing charges are applied directly to your Banner account and appear as a total dollar amount under the heading Student Printing.

Questions regarding your printing charges can be directed to the VCC Help Desk, 276-7777. For more information on printing, refer to: <http://www.rpi.edu/Computing/Consulting/Printing/printing.html> (select Printing from the ACS homepage).



Name: \_\_\_\_\_ Date: \_\_\_\_\_

RCS UserID: \_\_\_\_\_ Date and Time of Job: \_\_\_\_\_

Printer Name (e.g., vclw, tr2012lw): \_\_\_\_\_

Software (e.g., Word, PowerPoint): \_\_\_\_\_

Reason for refund request: \_\_\_\_\_

\_\_\_\_\_

**If you would like a Help Desk consultant to contact you regarding this problem, provide your phone number and the best time to reach you:** \_\_\_\_\_

\_\_\_\_\_