



## Print Refund Request Form

### Refund Policy

The Division of the Chief Information Officer (DotCIO) will grant refunds for unusable print jobs due to printer errors only. These errors would include low printer toner, overheads being printed on regular paper, the plotter running out of ink or paper during your print job, only the header sheet being printed, etc. If you are having difficulty achieving the desired result with your print job, you should request help from an ARC Help Desk consultant or staff member before reprinting your document.

**To request a refund, you must complete this form and return it, along with the header sheet and any output, to the VCC Help Desk within seven days of the date that the job was printed.** The Help Desk staff will complete most refund requests within seven days of being received.

### Printing Charges

Charges for black-and-white printing over the \$12.50 free allocation, as well as all color printing charges, are applied directly to your Banner account and will appear as a total dollar amount under the heading "Print Usage." If you have any questions regarding your printing charges, please direct them to the VCC Help Desk at **consult@rpi.edu**.

For more printing-related information, refer to the Help Desk website at **http://helpdesk.rpi.edu** and click the **Printing** tab.

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

UserID: \_\_\_\_\_ Date and time of job: \_\_\_\_\_

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

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

\_\_\_\_\_

\_\_\_\_\_

Please provide your e-mail address so that the Help Desk can notify you of the decision regarding your refund request:

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