



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 toner, overheads printed on regular paper, plotter out of ink or paper during print job, only the header sheet printed, etc. If you are having difficulty achieving a desired result, you must request help from an ARC Help Desk consultant or staff member before reprinting your 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 SEVEN DAYS OF THE DATE THAT THE JOB WAS PRINTED.** Most refunds will be completed within seven days of being received at the Help Desk.

To view detailed information about your printing charges, go to the Papercut print job log located at <http://arc-papercut.win.rpi.edu> and log in with your RCS account. You can find your print job history under "Recent Print Jobs."

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 Print Usage.

Questions regarding your printing charges can be directed to the VCC Help Desk helpdesk@rpi.edu or 518-276-7777. For more information related to printing, visit our pages at <http://dotcio.rpi.edu/services/printing-publishing>.

Name: _____ **Date:** _____

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:
