



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 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 the **RCS User Profile Manager** located at <http://www.rpi.edu/computing> under the heading, **Accounts**. 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, Print Usage.

Questions regarding your printing charges can be directed to the VCC Help Desk, 276-7777. For more information related to printing, refer to: <http://www.rpi.edu/computing>. Click **Printing**.

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:
