



# Refund Policy

## For credit card transactions

Cancellation of items not shipped will result in a credit of the full amount to the customer's library fee payment account. After an item has been shipped, it will be at the discretion of the library director or designee whether credit is appropriate. All credits are reflected on the customer's library fee payment account.

Refunds of meeting room charges will result in a credit of the full amount to the customer's credit card.

Approved: August 13, 2009

Board of Trustees  
Topeka and Shawnee County Public Library

Questions about this policy? We encourage your feedback in person, by telephone at (785) 580-4400, or at [tscpl.org/contact](http://tscpl.org/contact).