Refund Policy

1. Scope
   a. This policy governs refunds for fees, purchases of items, or payment of services from the J. Willard Marriott Library.

2. Definitions:
   a. Fine: a monetary amount incurred for items that have been returned past their due date. Money collected as a fine is paid to the University of Utah, not to the Marriott Library.
   b. Lost Item Processing Fee: a fee that reflects the cost to process an item in the Marriott Library’s collection. This includes but is not limited to, ordering a new item, adding Library markings to an item, adding a barcode, and adding or updating the item into the catalog.
   c. Lost Item Replacement Fee: a cost to replace or lost items. Lost Item Replacement Fees reflect the actual or average cost of replacing particular items.

3. Policy
   a. In general, the Library will replace defective items purchased, but will not refund money.
   b. Original receipts or the sale history in the point of sale system must be present and include:
      i. Date of purchase
      ii. Item purchased
      iii. Amount
   c. Refunds will be given using the same method that payment was made with (i.e. check, credit or debit card etc.)
      i. If payment was made using a credit or debit card, refunds must be issued to the card that was used when payment was made.

4. Procedures
   a. Fines and Fees for Lost Items
      i. Fines are never reimbursed.
      ii. If an item is found and returned within 30 days following payment of replacement costs, the Lost Item Replacement Fee may be refunded. Any associated processing fees are not refundable.
      iii. No refunds are given after 30 days from the date of payment.
   b. Library space rentals
      i. Reservation charges are refundable if the cancellation is submitted more than 24 hours before the reserved event time.
      ii. If the event is cancelled less than 24 hours before the schedule time, the full amount is charged and no refund is given.
   c. Digitized materials
      i. No refunds are given, but defective scans will be replaced.
      ii. If the source document is flawed, the purchase price may be reduced at the discretion of library staff.
   d. Library Book Sale
      i. All sales are final. No refunds are given.
   e. Book Arts Workshops
      i. No workshop deposit refunds are given but credit may be given toward attendance at future workshops in accordance with the Book Arts Workshop Signup & Refund Policy.
   f. Library Store
      i. Defective merchandise must be replaced within 14 days of original purchase.
      ii. Defective merchandise will be replaced but no refunds are given.
   g. Faxing
      i. Patrons are not charged for sending a fax until after the fax has successfully been sent.
      ii. Refunds are not issued for faxes that have been sent.
   h. Vending Machines
      i. Refunds for machine problems or defective products may be requested by contacting the vendor support number located on the vending machine.
   i. Online and Online Rare Sales
      i. Library items are sold through Alibris.com and any refunds are subject to their return and refund policy: http://www.alibris.com/sellers/help#return
   j. Library Partners
      i. Refunds for purchases from Mom’s Café or other library partners are handled through their procedures and policies.
   k. Miscellaneous
      i. Refunds for payments for items or services not listed may be provided at the discretion of the Marriott Library Associate Deans.

5. References
   a. Marriott Library Fines and Fees Policy
   b. Book Arts Workshop Signup & Refund Policy

1. Responsible
   a. Policy owner: Library Facilities

2. History
   b. Revised March 11, 2020

Note: Policies should be reviewed at minimum every three (3) years.