

# Refund Policy



**J. Willard Marriott Library**  
THE UNIVERSITY OF UTAH

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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](http://www.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
  - a. Current Version: January 23, 2012
  - b. Revised March 11, 2020

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