

REFUND POLICY

The RSO Print & Resource Center (PRC) is a self-service printing lab and maker space. Because the PRC is a self-service lab and maker space, the PRC must set expectations for what refunds requests are acceptable.

Acceptable refund requests are limited to:

1. Charges that have been incurred for printing but have not occurred.
 - a. Example: You paid for fifty (50) copies, but you made an error in the paper selection and only one (1) copy printed, but you were charged for all fifty (50) copies.
2. Machine errors
 - a. A machine had a mechanical issue resulting in your print orders not printing.

All other operator errors cannot be refunded, so we ask that you print a test copy before printing a large number of copies.

The PRC offers some of the highest quality printing on UW-Madison's campus. However, if you are looking to match an exact color (Pantone / PMS Color), we recommend keeping consistent color and download settings. The PRC cannot provide refunds for prints that don't print exactly how you imagined. The PRC aims to provide "pleasing color" which is close to the exact color you are aiming for.

Refund request process for PaperCut printing (RSO Print & Resource Center) How-To

If a customer is requesting a refund for printing that was charged at the RSO Print and Resource Center. They can visit the Pay-For-Print Refund Process KB: <https://kb.wisc.edu/94769>

There they will be instructed to:

1. Log into their PaperCut portal
2. In the "Recent Print Jobs" menu, find the job that gave them issues and, click "Request Refund"
3. Fill out the request form:
4. The customer will be notified when their refund is approved or denied.
5. If they have further questions or need further assistance, they can contact the DoIT Help Desk: <https://kb.wisc.edu/1>
6. If a larger refund amount is being requested, be sure the customer is requesting the funds be returned to their Wiscard instead their PaperCut account in the "Reason" field of their refund request.

Pay-For-Print Refund Requests

If you have an issue with printing a document with the pay-for-print service, you can request a refund by following the process below

- Log into your [Papercut portal](#)
- In the Recent Print Jobs menu, find the job that gave you issues, click "Request refund"

Recent Print Jobs	DATE ↓	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS.	STATUS
	Dec 6, 2023 11:04:31 AM		papercut-print\INFOPR-MEM-ANTARCTICA	1	\$0.07		LETTER (ANSI_A) Duplex: Yes	Printed request refund
	Dec 6, 2023 11:01:19 AM		papercut-print\INFOPR Duplex Memorial	1	\$0.07		LETTER (ANSI_A) Duplex: Yes	Cancelled Not Charged

- Fill out the request form:

All refund requests may be reviewed by the administrator.

Job Details

Time: Dec 6, 2023 11:04:31 AM

Pages: 1

Cost: \$0.07

Document Name: [REDACTED]

Printer: papercut-print\INFOPR-MEM-ANTARCTICA

Refund Details

Refund Amount: ☒ Full amount
☐ Partial amount:

Reason for Request:

- You will be notified when your refund is approved or denied.