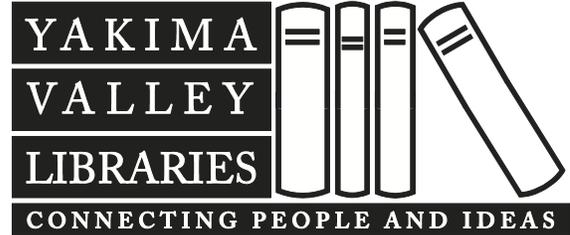


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# Material Replacement and Refund Policy



## **PURPOSE**

To establish a consistent policy for material refunds.

## **POLICIES**

Yakima Valley Libraries will not issue refunds for materials that have been paid for by patrons. If a patron pays for an item, the item becomes the property of the patron. The patron has the option of keeping the item or donating it back to the library. Yakima Valley Libraries does not accept items purchased by the patron to replace the original item lost in lieu of payment for said item.

YVL Staff will notify Patrons of this policy when they pay for the lost or damaged materials.

## **Resolution #17-002**

Adopted: March 13, 2017

## Notation:

*See attached:* Material Replacement and Refund Procedure

## Material Replacement and Refund Procedure

Yakima Valley Libraries does not issue refunds for materials that have been paid for by patrons. If a patron chooses to pay for an item, the item becomes the property of the patron.

If the patron finds the item later, they have the option of keeping the item or donating it back to the library.

Yakima Valley Libraries does not accept items purchased by the patron to replace the original item lost in lieu of payment for said item.

Before accepting payment for a lost item follow these steps:

- Inform patrons about the **Material Replacement and Refund Policy** before they pay for the lost or damaged materials.
- Check the shelf of the library to which the item was returned and to which the item is assigned.
- If item is found check the item in and waive any associated fees.
- If item is not found ask the patron if more time to find it would be helpful.
- Check the item back out to the patron but do not waive any overdue fees already accrued for this item. (If you need help with this process contact your Supervisor.)
- Explain that there may be additional overdue fees if the item becomes overdue again.
- If patron believes they have returned this item follow the Claims Returned Procedure. (Do not waive any overdue fees already accrued for this item unless the item is found in the library.)

Refunds may only be issued if item is found in the library after payment has been accepted. If this happens contact the Accounting Manager.

**NOTE:** *The new **Material Replacement and Refund Policy** goes into effect April 1, 2017. If the refund is in process prior to April 1, 2017, steps for compensation will occur as previously established. Those items paid for between March 31, 2016 and March 31, 2017 are considered "in process" and may be re-funded for up to one year from the date paid. Anything paid after March 31, 2017 will be non-refundable.*

3/20/2017

**Reference: Resolution #17-002**