Printing Credit Refund Policy

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This policy and procedure is subject to The Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual orientation, Disability.

Overview:
- The college makes provision for students to top-up printing credit for use with multi-function devices located at main campus sites.
- Credit may only be purchased in fixed amounts. This prevents large credit values being purchased in error.

Non-Refundable Credits:
- All printing credits purchased are non-refundable. Once credits are added to an account, they cannot be exchanged for cash or any other form of reimbursement.

Usage of Credits:
- Printing credits can be used for printing services on multi-function devices located on main campus sites.
- Unused credit will remain in the in account until fully utilized.

Expiration of Credits:
- Printing credit will carry over through each academic year until course completion, or withdrawal from the college.
- Any remaining credit will be lost when the account is terminated.

Error Resolution:
- In the event of a technical error where credits are not properly applied, students should contact the IT Service Desk for assistance. The college will investigate and resolve any discrepancies.

Contact Information:
- For any queries or assistance, students should contact their course tutor in the first instance.