

Redbridge Libraries - Refunds on payments made by card via the Online Payment Service:

1. Refunds will only be processed within 7 days of the original transaction.
2. Refunds will only be issued on to debit or credit cards where payments have been made by card. Cash refunds will not be given in exchange for card payments. The refund can only be issued to the same card used in the original transaction.
3. To obtain a refund a customer must contact their local Library either in person, or via email or telephone and have their Library card number and details of the transaction for reference.
4. Refunds can only be processed by designated library officers with access to the original card and payment details. As such customers may be given an appointment to attend at a later date. Provided the original request for a refund was made within 7 days of the transaction, where appointments are required to be scheduled after this period, the refund may still be processed.
5. Refunds will not be issued where customer's report that their bank card has been used fraudulently. These cases should be referred to the Fraud Office and the customer referred to their bank. Staff may state whether a transaction has taken place but give no further detail.
6. Audit trails will be maintained by library officers on refunds requested and processed for internal monitoring and administration.