



# Refund Policy

## **Purpose:**

To create a fair consistent standard by which the West New York Parking Services Utility (herein referred to as WNYPSU) will issue for contract (Monthly) and (Yearly) parking permits.

## **Definition:**

A “refund” is any funds given back to a customer in form of a check.

“Contract parking” is defined as specific spaces rented on a monthly, yearly basis, or any fees charged by the WNYPSU.

## **Policy for Contract (Monthly, Yearly) Parking:**

All refund requests will be considered on a case by case basis. Requests must be made two days prior to the 3<sup>rd</sup> Tuesday of each month, Request made after 3<sup>rd</sup> Tuesday of the month will not be able to be considered until the following monthly meeting

- Requests must be made in writing by completing a Refund form.
- It is the requestor’s duty to ensure delivery of the request for a refund.
- All refund decisions will be made solely at the discretion of WNYPSU following a review of the request. Such decisions shall be final and not subject to appeal