**Computer Commons Print Refund Policy**

* These are the only three **valid reasons** for which the lab staff will reprint your print job, or provide you with a refund:
1. Unacceptable print quality due to equipment failure.

1. Equipment breakdown.
2. Print job is paid for, but can’t be printed, even with staff help.
* Refunds **WILL NOT** be provided in these situations:

1. Inadvertent printing of blank pages, corrupted files, or unwanted formatting. This is often due to printing directly from the internet. When possible, we suggest opening your documents with the software that resides on the computer.

2. Printing the wrong file/materials. We recommend using Print Preview to ensure that you want what you’re about to print. Also check to make sure there are no blank pages at the bottom.

3. Printing more copies or pages form the document than you want. Before printing, check the quantity selected, and the number of pages to make sure it’s the correct document, and the correct pages are selected.