

## ParkBOI - Policy on Refund and Exchange of Unused Validation Orders

**Effective Date: December 1, 2023**

ParkBOI offers parking validations that meet customer needs. ParkBOI is able to modify dollar amounts, or hours, as well as validation quantities to accommodate a wide variety of requests at the time validations are ordered. Order flexibility is designed to assist the customer and create an environment conducive to, and encouraging of, easy and appropriate ordering.

Effective as of the date listed above, ParkBOI will institute a sliding-scale “re-stocking fee” per the following table for all returns or exchanges of previously purchased and valid validations:

<b>Number of Validations Returned/Exchanged</b>	<b>Re-stocking Percentage Charged (Percent of Refunded Amount Charged)</b>
<25	No returns or exchanges accepted
25-100	30%
101-300	40%
301 and up	50%

ParkBOI will no longer exchange or refund expired validations. Validations are printed with the expiration date on each ticket and validations are valid for the remainder of the current month within which the validation was purchased plus 12 additional months. For example, a validation printed on 10/6/2023 would expire on 10/31/2024.

The following exceptions will apply:

1. Returns or exchanges of previously purchased and valid validations may be fulfilled for non-working validations.
2. Refunds or exchanges of previously purchased and valid validations may be fulfilled for event cancellation due to no fault of the validation purchaser.