

ANIMAL CARE & CONTROL	SUBJECT	NUMBER A5030
POLICIES AND PROCEDURES	Refunds	ISSUE Se tember 5, 2014
APPROVED 	DIVISION Administration Office of the Director	REVISION

PURPOSE

Maricopa County Animal Care and Control (MCACC) acknowledges the need to refund money to its customers under certain circumstances. The purpose of this policy is to provide instructions for the handling of refund requests. This policy replaces MCACC policies, "License Refunds", A5018 and "Adoption Refunds", 83002.

DEFINITION

Refund: to return (money) in restitution, repayment, or balancing of accounts.

POLICY

The Director, Deputy Director, Division Managers, or designee may authorize a refund.

All approved refund requests must be submitted to the Finance Manager, Administration Division for processing.

Authorization, issuance and/or promise of authorization and/or issuance by any employee other than those listed above is prohibited.

AUTHORITY

This policy applies to all MCACC employees and volunteers. All employees are responsible for the enforcement of this policy.

PROCEDURES

1. There are two types of refunds: Employee generated and Customer generated.
2. A Refund Request form shall be completed by the customer or employee at time of request.
 - a. Corroborating documentation shall be attached to the completed Refund Request form. Example: Proof of death includes copy of receipt for disposal, euthanasia, cremation, or burial fees. If no documentation is attached customer must give a detailed description of why it is not available.
3. License refund requests shall be delivered, faxed, or emailed to the Operation Support Services Manager for review.
4. Adoption refund requests shall be delivered, faxed, or emailed to the Shelter Operations Manager for review.
5. Other requests for refunds shall be delivered, faxed, or emailed to the appropriate area for review, such as COD administered vaccinations and microchips would go to the Medical Outreach Supervisor.
6. At no time will a refund be issued over the counter.

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7. All approved refunds will be processed through the mail (except for credit card refunds). Credit card refunds will be processed as a credit on the card used for the original transaction after appropriate authorization. Refunds may take 30 days for the customer to receive.
8. Denied requests will be given to the customer within 15 days upon denial of the refund request by the receiving division or section. Example: License refund denials will be handled by the Operation Support Services Manager or designee.

LICENSE

1. License fees are non-refundable with the following exception:
 - a. There is an overlap in the previous license expiration date and the renewal payment of the current license, and the customer provides proof that the dog is deceased, and died prior to the expiration date of the previous license. If that is the case, the payment on the current license may be refunded.
 - b. Customer over-paid and the funds cannot be applied to any other dogs on the account.
 - c. Customer is not a part-time or full-time resident of Maricopa County or resides in Fountain Hills.
2. Penalties are non-refundable.

The Director, Deputy Director, or designee may use their discretion to authorize refunds for Non Refundable Payments and Penalties on a case by case basis.

ADOPTION

The following situations may constitute a refund:

- a. Dead dogs: Customers may request a refund when an adopted animal dies within 30 days of adoption.
- b. Parvo: Dogs that have contracted Parvovirus may be returned to the shelter and the adoption fee returned. Documentation from a veterinarian is required.
- c. Feline Leukemia: Cats that have contacted Feline Leukemia may be returned to the shelter and the adoption fee returned. Documentation from a veterinarian is required.
- d. Animal returned to the shelter within X Days of adoption
- e. All other requests for refund: Will be reviewed by the appropriate division manager.

FORMS ATTACHMENT A -Refund Request form



Maricopa County
Animal Care & Control

REFUND REQUEST

Name:
Address:
City, State, Zip
Phone:
Email:

Person ID:
Animal ID:
Receipt No:
Amount Requested:
Today's Date:

Reason for Refund: License Adoption Other _____

Acknowledgement:

I understand and acknowledge Maricopa County Animal Care & Control does not issue refunds directly. All reimbursement drafts /refunds are issued through the Maricopa County Finance Department via United States Postal Service. Refund of credit card transactions will be credited to original card account. (Please allow 30 days for refund).

Signature of Requestor

• II":R QNTV

Date Reviewed: _____ Approved Amount: \$_____ Determination: REFUND DENIAL

Notes:

Authorization Signature

Finance Manager Approval