

## Print Refund Request Form (For Printers only)

If your Print Job fails to complete or output is significantly smudged, faded, streaked, and spotty or creased, you can request a refund. Complete this refund request form, **attach the entire bad print job, and submit to room L121**. Refunds will be reviewed and processed within 7 - 14 days. If your refund is approved, Accounting will credit your Student Lab Printing on your student cougar card. Approvals or denials will be communicated via email.

**User errors such as printing too many copies, printing the wrong file, printing portrait when landscape was wanted, printing to a color instead of a black-and-white printer, or selecting incorrect application options, will not be refunded.** To prevent printing a blank sheet as the final page, be sure to preview your document before printing. Then, ask for a page range that excludes a blank final page.

If there is a printer jam while your job is printing, do not turn the printer off. The printer will re-print your job once the jam has been cleared.

Contact the helpdesk at 773-298-HELP (4357) if you continue to experience printing problems.

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**Printer Location (building, lab, floor):**

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**Printer Make & Model (HP 4200, HP 3700, HP 9000, etc):**

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**Student ID #:** \_\_\_\_\_

**Date & Time:** \_\_\_\_\_

**First Name:** \_\_\_\_\_

**Last Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**SXU E-mail:** \_\_\_\_\_

**Refund amount requested \$** \_\_\_\_\_

**Reason for Refund/Brief Description of Problem:**

**Student Signature:** \_\_\_\_\_

Failure to complete this entire refund request form

**Employee Signature:** \_\_\_\_\_

will result in an automatic denial

For Office Use Only: \_\_\_\_\_

Approval Date: \_\_\_\_\_

Initials: \_\_\_\_\_