

## PARKING METER REFUND REQUEST

DATE \_\_\_\_\_

### REFUND REQUEST INSTRUCTIONS

All refund requests must be made in writing on the form below. The Department of Public Services reserves the right to deny any refund request. A request that is not meter or mobile payment related will be denied. Refunds will only be processed on the first day of each month. Please review the backside of the request form for the parking meter refund policy.

Please complete the request and sign. Refunds will not be issued to any request that is incomplete.

All refund requests and supporting documentation (i.e. receipts, bank or credit card statements, etc.) may be submitted by email or US postal mail.

- Email: [parkingservices@columbus.gov](mailto:parkingservices@columbus.gov) Please include in the subject line your first and last name and the words "meter refund".
- US Postal Mail: Parking Services, Attn: Meter Refund, 2700 Impound Lot Road, Columbus, Ohio 43207

A notice of approval or denial of your refund request will be sent to you within 14 business days via email or US postal mail. Approved refunds will be mailed within 45 business days.

### REQUESTEE INFORMATION (Please print clearly, answer each question, and provide required documentation.)

NAME \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

METER/PAYSTATION NUMBER \_\_\_\_\_ DATE OF TRANSACTION \_\_\_\_\_

TIME OF PAYMENT \_\_\_\_\_ REFUND REQUEST AMOUNT \$ \_\_\_\_\_

HOW DID YOU PAY? (check one) COIN ☐ DEBIT/CREDIT CARD ☐ MOBILE PAYMENT ☐

IF APPLICABLE: LAST 4 DIGITS OF DEBIT/CREDIT CARD \_\_\_\_\_ PARKMOBILE ID \_\_\_\_\_

REASON FOR REQUEST: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

By my signature below, certify that all statements herein and attached are true to the best of my knowledge and belief.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

#### OFFICE USE ONLY

Supervisor Name \_\_\_\_\_ Date \_\_\_\_\_ Approved \_\_\_\_\_ Denied \_\_\_\_\_

Findings \_\_\_\_\_

\_\_\_\_\_

## **PARKING METER REFUND POLICY**

The City of Columbus accepts refund requests only from those who believe they were overcharged or required to pay in excess of the Single or Multi-space hourly meter fee due to a meter malfunction. Please review the City's policy on parking meter payment refunds to determine if you qualify to receive a refund.

- Refund requests for cash transactions must be received within five (5) business days of the transaction. Refund requests for all other payment methods must be received within forty-five (45) days of the transaction.
  - Refund requests will be received in the form of a check.
  - Any known meter related issue must be reported to 311 or through the online reporting form within one (1) business day of the transaction, except in cases where there is no visible malfunction or error. If the issue was not reported, a refund will not be issued.
-