

DIVISION OF PARKING SERVICES
PARKING METER REFUND REQUEST

PARKING METER REFUND REQUEST INSTRUCTIONS

The City of Columbus accepts parking meter refund requests from citizens who feel there was a parking meter malfunction affecting the time purchased, whether a shortage of time provided or being charged in excess of time requested. Parking meters may only be paid using coins, a MasterCard, VISA, or a Smart Card. All other methods of payment are not eligible for a refund. Refunds are not issued for:

- Amounts less than \$1
- Citizen errors when using the parking meter
- ParkMobile/ParkColumbus mobile application

A citizen must contact 311 to report the malfunction within one (1) business day of the occurrence in order to be considered for a refund.

The refund request form must then be completely filled out and submitted within three (3) calendar days for further consideration. If the payment was made using a debit/card, proof of a charge must be submitted along with the form. If the request form is incomplete it will be rejected and the citizen will be notified.

- All refund requests and supporting documentation may be submitted by e-mail or US Postal mail (postmarked within 3 calendar days).
 - **E-mail:** parkingservices@columbus.gov
The subject line must contain the first and last name of the person filing and the words "METER REFUND REQUEST".
 - **Mailing Address:**
Parking Services
Meter Refund
2700 Impound Lot Road
Columbus, Ohio 43207
- The refund request will be researched by a member of Parking Services. Research includes, but is not limited to: inspection of the parking meter in question by a parking meter repairer and documentation of the action taken and review of the parking meter records, including payments, time purchased, and a history of payments for the parking meter on the day in question.
- A citizen will be notified of the outcome of the investigation via e-mail or US postal mail, if an email is unavailable. If a refund is authorized, it will be in the form of a check. It can take up to 45 business days to receive the refund.

The Department of Public Service reserves the right to deny any refund request.

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DATE _____

REFUND REQUEST INSTRUCTIONS

Please complete and sign the request below. 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. Refunds are not issued for:

- Amounts less than \$1
- Citizen errors when using the parking meter
- ParkMobile/ParkColumbus mobile application

E-mail: parkingservices@columbus.gov please include your first and last name and the words "meter refund" in the subject line of the e-mail.

US Postal Mail: mail to: 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 via email or US postal mail within 14 days of receipt. If the refund request is granted, you should expect to receive a refund within 45 business days.

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

NAME _____

MAILING ADDRESS _____

PHONE _____ EMAIL _____

311 SERVICE REQUEST NUMBER _____

METER/PAYSTATION NUMBER _____ LICENSE PLATE NUMBER _____

DATE OF TRANSACTION _____ TIME OF PAYMENT _____ AM / PM REFUND REQUEST AMOUNT \$ _____

HOW DID YOU PAY? (Check one) COIN DEBIT/CREDIT CARD

IF APPLICABLE: LAST 4 DIGITS OF DEBIT/CREDIT CARD _____

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 _____
