

DIVISION OF PARKING SERVICES  
**PARKING METER REFUND REQUEST**

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, SRID number, etc.) may be submitted by email or US postal mail.

E-mail: [parkingservices@columbus.gov](mailto: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 \_\_\_\_\_

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 \_\_\_\_\_

311 REPORT NUMBER \_\_\_\_\_

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 \_\_\_\_\_

\_\_\_\_\_

DIVISION OF PARKING SERVICES  
**PARKING METER REFUND REQUEST**

**INSTRUCTIONS**

**Please review these instructions to determine if you qualify for a refund. The City of Columbus, Public Service Department accepts refund requests for those who believe they lost money due to a meter malfunction.**

- **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) calendar days of the transaction.**
- **You must have contacted 311 within 24 hours of the incident to report the meter malfunction, and provide the report number (SRID) on the refund application.**
- **The refund application must be filled out completely for consideration for a refund.**
- **If the payment was made using a credit/debit card, you must provide a copy of the bank statement or bill showing the charge(s) in dispute.**

**The Parking Services Division will conduct an examination of the claim by researching meter payment and repair records to corroborate the refund request. If the refund request is granted:**

**Coin payments will be refunded in the form of a same value pre-paid meter card. Based on when the refund request was submitted, it can take up to 45 days to receive the refund. The pre-paid meter card is reloadable and can be used at all City of Columbus parking meters.**

**Credit/Debit card payments can be refunded in the form of a same value pre-paid meter card, but it is usually faster to dispute the charge(s) with your bank. They will send the Parking Services Division a dispute of charges form, and if we have the approved refund request on file, we will authorize the subtraction of the charge(s).**

**The Department of Public Service reserves the right to deny any refund request. A request that is not meter or mobile payment related will be denied.**