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9104 HUB Mall  
Edmonton, AB, T6G 2C5  
Tel: 780.492.7924  
onecard@ualberta.ca  
www.onecard.ualberta.ca

**Print/Copy Refund Request**

Fill out the information below to request a refund for a malfunctioning printer or photocopier. For faster processing, please provide as much detail as possible. All correspondence will be sent to your CCID@ualberta email address.

*Please note: your claim will be investigated by ONEcard staff and is subject to approval.*

Full Name: (As it appears on your ONEcard)

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7-digit ID Number: (As it appears on your ONEcard)

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Machine Location: (Include building and room number)

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Date and Time of Problem: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Refund Request Amount: \_\_\_\_\_

Describe the problem and any error messages that were displayed: Provide as much detail as possible:

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Signature:

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