



City of Surprise Refund Policy

1. City customers may be refunded provided the reason for the refund is documented and signed by the customer or approved by a supervisor if the customer is not physically present.
2. Same-day refunds can only be refunded using the same “tender type” as the original transaction and processed by the same cashier.
 - Debit/credit transactions must be refunded on the same debit/credit card by matching the last four numbers of the account code.
 - Check transactions require the check recipient to sign a photocopy of the check to be returned.
3. Other than same-day transactions, refund requests must be submitted through the Accounts Payable disbursement process.
4. Refunds must be periodically reviewed by management. Management must look for items such as unexpected trends, patterns, unexplained items, or recurrence by a cashier. Items identified must be investigated for misappropriation of assets or need for additional cashier training.