

Rhode Island Public Transit Authority Refund/Exchange Policy

The Rhode Island Public Transit Authority (RIPTA) does not accept returns on transit passes. Before deciding to purchase RIPTA bus passes, tickets, or any RIPTA fare media, be sure of the value and type before purchasing. RIPTA does not offer refunds for products purchased online, at our ticket windows, retail partner stores, or ticket vending machines. Once a customer purchases a product, RIPTA does not offer a cash refund or exchange. **All Sales Are Final.** As a customer you are responsible for understanding this upon purchasing any of our products.

RIPTA realizes that exceptional circumstances can take place with regard to purchasing our products. **Therefore, we DO review requests for refunds for the following reasons only:**

- **Non-delivery of the product due to mailing issues.** In this case you must contact us for assistance within 10 business days of the order being placed. Claims for non-delivery must be submitted to our Customer Service Department or Finance Department in writing. Otherwise the product will be considered received.
- **Defective products which cannot be used through no fault of the customer.** Although RIPTA products are tested before release, unexpected errors may occur. If a farebox or ticket vending machine issues a product that is faulty or unable to be used, RIPTA's Technical Support Team can review transaction data to determine if the product is at fault, or if RIPTA's equipment failed to properly issue a product. Furthermore, RIPTA will review ridership data to confirm a possibly faulty product was never used on our services. This process can take up to 5 business days. If the fault is determined to be caused by a RIPTA equipment failure, a full refund or exchange of a product of equal value will be issued to the customer.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange request based on damage to the product determined to be the cause of the purchaser, loss of product by the purchaser, or a determination by the purchaser that the product is no longer required by said purchaser.