

## **Regional Transit Authority in New Orleans Refund Policy**

The Regional Transit Authority (RTA) in New Orleans does not accept returns on transit passes. Before deciding to purchase our fare media, please be sure to select the type and value of the fare media being purchased. We do not offer refunds on transit passes that has been purchased online or in our retail partner stores or at one of our convenient ticket vending machines. Once a customer purchases a transit pass, RTA does not offer a cash refund or an exchange. **All Sales Are Final.** As a customer you are responsible for understanding this upon purchasing any item at our site.

We realize that exceptional circumstances can take place with regard to the product. **Therefore, we DO review requests for refund 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. Claims for non-delivery must be submitted to our revenue department in writing within 10 days from the order placing date. Otherwise the product will be considered received;
- Major defects: although all the products are thoroughly tested before release, unexpected errors may occur. Such issues must be submitted for our Technical Support Team's approval. We keep the right to rectify the error or defect within 72 business hours. If any deficiency is approved and we fail to correct it within 72 business hours from the date of the initial complaint letter provided by a Customer, replacement of the product of the same value will be offered;

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