

Columbiana County Health District

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Refund and Credit Policy

I. Objectives

In order to provide optimal service to our customers, this policy has been developed to fully define the Columbiana County Health District's procedure as it relates to processing payments. This policy should be made readily available to the public, and whenever necessary, forms and applications may contain phrasing to reflect the intent of this policy.

II. Refunds

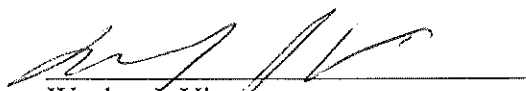
- A. Fees received by this department are unable to be refunded to the customer once deposited. This includes the instance of overpayment for services. These funds may not be transferred to another customer and cannot be conveyed for use at another property, inspection type or event.
- B. Credits may be issued for services paid but not provided by this department.

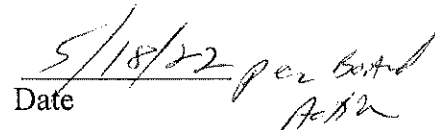
III. Credits

- A. Credits for payments received by this department will be held for no longer than 2 years from the date of receipt. All funds held in credit after that time period will then be forfeited to the Columbiana County Health District.
- B. It is the responsibility of those holding a credit to notify this department of their intent to use these funds.
- C. Credits held prior to the inception of this policy shall be made available for no longer than 2 years. Customers known by this department to hold current credits shall be notified of this policy and that their credit will be forfeited to the department on May 18, 2024.

IV. Agency Errors

In the case of payment caused by agency error, the ability of this department to issue a refund will be assessed on a case by case basis.


Wesley J. Vins
Health Commissioner


Date