PaperCut – Requesting a Refund

If you need to request a refund due to a printer jam, poor printing quality, or other circumstance, you can do so through the PaperCut website. Refunds will normally be processed within 24 hours of the initial request. After the refund has been accepted, your balance will immediately reflect the correct amount.

1. In the upper right corner of your Desktop, click Details… in the PaperCut window to open a web browser where you will log into your PaperCut account.

2. A security warning should appear in your browser.
   - For Windows computers, click Continue to this website (not recommended).
   - For Mac computers, click Open.
   - Click I Understand the Risks then Add Exception.
   - Click Confirm Security Exception.
3. Enter your Bucks username and password and click **Log in** to proceed to your PaperCut account.

4. Click **Recent Print Jobs** to find the printing job that you need to request a refund for.

5. You’ll find a listing of all printing you have done. Look for the particular printing instance and click **request refund** under the **Status** column.
6. The details of the print job will be listed here. You can request a full or partial refund depending on the circumstances. For instance, if the first four pages of your five page document printed but the last one did not, you can choose the partial refund option and enter the amount requested. Please enter the Reason for Request to help expedite the process of refunding. When you are finished, click the Send button.

![Refund Request Form]

7. After your request has been submitted, you will be returned to the Recent Print Jobs page.
8. An email will be sent to your student email account when the refund has been processed.

9. Return to your PaperCut account (Step 1) and view your **Transaction History** to verify.