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Eligibility for Refunds:

Refunds may be issued under the following circumstances:

- Unused tickets on fare cards and mobile applications may be eligible for a refund.
- Refunds may be offered for significant delays or cancellations caused by the agency (e.g., mechanical failures, severe weather).
- Accidental duplicate purchases (e.g., mobile app errors) may be refunded upon verification.

Non-Refundable Items:

- Partially Used Monthly Passes are non-refundable.
- Expired Monthly Passes are non-refundable.
- Expired tickets are non-refundable.
- Lost/Stolen Cards are non-refundable: Unless protected by a registered account. Fare media will be transferred to a new card when a registered account is found.

How to Request a Refund:

- Submit a request via the Freedom Transit App with proof of purchase (receipt, card number, email associated with account).
- Submit a request via email to info@freedom-transit.org with a proof of purchase (receipt, card number, email associated with account).
- Submit a request In Person, visit The Washington Transit Center with the original fare card/pass or proof of purchase.
- Processing Time: Refunds may take up to 10 business days.

Refund Methods:

- Original Payment: Refunds are issued to the original payment method where possible.
- Account Credit: For fare cards or mobile app, fares may be transferred to a new card.

Exceptions & Discretion:

All refund requests will be reviewed on a case-by-case basis. Freedom Transit reserves the right to investigate and deny refunds for any reason.

SIGNATURES		
Sheila J. Gombita	Document ID: FREEDOM-OP-015 Revision: 1.0 Approver Title: Executive Director Date: 6/9/2025	