



Policy Name	Marketplace Refund Policy
Policy Number	50000.154
Effective Date	July 1, 2014
Administrative Division	Division of Academic Affairs
Unit	Department of Information Technology
Revised Date	June 1, 2023

1. Policy Statement

Jackson State University uses the third party e-commerce system, Marketplace, to enable customers to register and pay for various events the university hosts.

2. Purpose

The purpose of this policy is to outline the return policy of Jackson State University regarding online sales using Marketplace. This policy summarizes the rules of engagement on refunds for customers.

3. Definitions

3.1. **Customers** - Jackson State University's students, faculty, staff and community members.

4. Payment Methods

The system accepts Visa, Master Card, American Express, and Discover credit cards.

5. Credit Card Charges and Refunds

Your credit card will be charged when you place your order. If we are unable to fulfill your order, we will issue a credit to the card used for the purchase.

If you need a refund, you must request it within 30 days of your purchase using the contact information on the registration page. The store owner will email the refund request to the Business Office. They will issue the refund to the card used for the purchase.

6. Return and Refund Policy Changes

We reserve the right to modify this Return and Refund Policy at any time. The current version resides on our website (<https://www.jsums.edu/jsu-cyber-awareness/jsu-information-technology-policies/>). We encourage you to review it frequently.

7. Revision History

- Policy Created: July 1, 2014
- Revised: June 1, 2023