

Refund Policy and Procedures

All fitness-related requests for refunds must be submitted in writing to the Director of Finance and Administration at the CU Anschutz Health and Wellness Center (AHWC). There will not be any refunds except, those granted at the discretion of the Clinic Business Manager, Director of Research and Clinical Programs, or the Refund Authorizers listed in the following section. Purchases greater than 120 days old are not eligible for refunds.

Refund Authorization Limit:

Refunds exceeding \$99 must be approved by a CU Anschutz Health and Wellness Center Refund Authorizer. The following individuals serve as Refund Authorizers:

1. Luciana Smith Luciana.Smith@cuanschutz.edu
2. Nancy Nickless Nancy.Nickless@cuanschutz.edu
3. Lora Mihelic Lora.Mihelic@cuanschutz.edu

Refund Documentation:

All refunds require documentation of the following as indicated on the Refund Request Form:

1. Payee
2. Address
3. City, State, Zip
4. Country
5. Phone Number
6. Date of Purchase
7. Description of Refund
8. Amount
9. Copy of Receipt (Receipt Number, Receipt Authorization Number)

Types of Refunds and Refund Process:

1. Cash/Check Refund
 - a. Cash refunds are not permissible. All refunds for items or services paid for in cash require payment refund via check.
 - i. Check request must utilize the University Procurement process.
 - ii. The Refund Request Form must be submitted to a Refund Authorizer.
 - iii. If authorized, payment can be expected via US Mail within two weeks
 - iv. If authorization is denied, reasoning will be presented to the Business Manager or General Manager to communicate to the customer.
2. Credit or Debit Card Refunds
 - a. Refunds under \$99 are at the discretion of the Business Manager or General Manager.
 - b. If approved, Credit or Debit Card refunds must be processed within 3 business days of the refund request.
 - i. If the refund is denied, customer must be contacted within 3 business days of the refund request.
 - c. The Refund Documentation Form must be submitted to the AHWC Finance Manager with the “End-of-Day,” report, reflecting the refund.