



Knowledgebase > Desktop Computing and Printing > MyPrint > Request to be Reimbursed for MyPrint Issues

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## Request to be Reimbursed for MyPrint Issues

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If you are a student and encounter a printing issue using MyPrint, OIT will refund the cost of a problem print due to a mechanical problem with the printer, or a problem with the printing system. Refunds will not be issued to users who print the wrong document or have their document incorrectly formatted.

To obtain a refund, please contact the [IT Service Center](#) within a few days of your problem print and let us know this information:

- Your name or Brown username
- The date and approximate time of your problem print job(s)
- The filename(s) of the problem print jobs. (If you don't know the name, tell us the approximate number of pages and whether it was a color or black-and-white print.)

We will review and refund your problem print during regular Service Center hours. The refund will be applied back directly to your MyPrint funds for future use.