

# TransitChek® Product Return Policy

Only unused, unopened TransitChek® Pay-Per-Ride MetroCard® and TransitChek® Unlimited MetroCard® products may be returned for credit to a TransitChek® account. Any Card returned for credit must be in its original, sealed plastic wrapper and cannot be more than 2 years past expiration.

Each TransitChek MetroCard is wrapped in a sealed plastic wrapper with the denomination of the Card printed on the wrapper. To determine the value of the Card, you must refer to the value on the wrapper.



## Steps for returning unused TransitChek MetroCard:

1. Complete the TransitChek Return Authorization Form.
2. List all of the TransitChek MetroCard products to be returned on the TransitChek Itemized Form. You need to provide the following on the form:
  - Serial numbers
  - Card quantity
  - Card value
  - Total value
3. Return the TransitChek MetroCard products, the Return Authorization Form and the Itemized Form to:

TransitCenter, Inc.  
1065 Avenue of the Americas, 16<sup>th</sup> Floor – Returns  
New York, NY 10018
4. An account credit will be processed within three weeks of receipt of the product.
5. Returns and orders are mailed to different addresses. New orders must be sent to the address on the Order Form. **DO NOT enclose unused MetroCard products with your order and check.**
6. For your records, please keep copies of all products being returned. If you are returning a large quantity of Cards, please send them by certified mail or overnight delivery service to ensure receipt.