

Never Received Order or Incorrect Order Form

This form is ONLY for those who have not received their Commuter Benefit order in the mail, or received an incorrect product (s)

If you have not received your Commuter Benefits order, then please follow the below four (4) steps.

Rules for Refund:

- 1) Notify customer service by the 3rd of the month
- 2) You must purchase the same transit product (s) as ordered, and submit a photocopy of the receipt as proof of purchase
- 3) You must complete and return this form (incomplete forms will be returned)
- 4) Either mail or fax this form and the receipt of purchase so that it is RECEIVED no later than the 10th of the month

If you receive your order in the mail after you have purchased the replacement product (s), you must return the order that you received in the mail to customer service.

Item 1 Please select one of the following types of request

- I never received my Commuter Benefit order in the mail
 I received the incorrect product (s) ****you are required to return the incorrect product (s) by mail**

If your situation is neither of the above situations, please contact customer service.

Item 2 Please enter the Reference Number of your Commuter Benefit order >>

**** you can find this number in your confirmation email or your printed confirmation**

Item 3 Please complete the Commuter Benefits order information below:

Transit Authority _____

Transit Product Type _____ Quantity _____

Item 4 Please complete your personal information below:

Date _____ Employer _____

Name _____ Phone Number _____

Address 1 _____

Address 2 _____

City _____ State _____ Zip _____

SIGNATURE _____

Statement of Acceptance (please check box to verify acceptance)

- I have read and I agree to the above stated refund rules, and I further acknowledge that I did not receive my Commuter Benefits order in the mail, OR I received the incorrect product. I understand that providing inaccurate or incomplete information will disqualify me from receiving a refund.

Comments: _____

YOU MUST FOLLOW AND COMPLETE ITEMS 1 THRU 4 TO RECEIVE A REFUND

Mail to: **Attn: Customer Service - Refunds**
PO Box 70
New Town, MA 02456

Fax to: **617-904-1680**