

Doherty Library Printing Refund Policy

If there is a technical issue while printing (paper jams, out of ink, other machine errors, etc.), Doherty Library Staff may be able to reprint your job for you at no extra charge.

The library does not issue refunds for user errors. For example: printing in color instead of black and white, printing single sided instead of double sided, printing the wrong page, etc.

Should a user experience an error adding printing funds to their PaperCut Account, please contact the University's Business Office at businessoffice@stthom.edu. Please note that while the Business Office investigates the claim, your printing account will be temporarily disabled.

Unused printing funds on user accounts will expire after 12 months of inactivity. The Business Office will delete inactive accounts once per year. This applies to all library patrons: both enrolled and unenrolled patrons.