



# MELROSE PUBLIC LIBRARY

## Patron Payment Refund Policy

The Melrose Public Library supports its mission of informing, enriching, and empowering all citizens by making available a wide variety of informative, instructive and entertaining materials for use by members.

Such material is available for loan; return of damaged items or unreturned items may incur fees up to and including the replacement cost of the item. Should a patron pay for an item believed to be lost and then find the item (in good condition), a refund will be issued. Such a refund is limited to a 90-day period from the original payment, with receipt or proof of credit card payment.

Exceptions to this policy may be made at the discretion of the Board of Library Trustees as it deems in the best interest of the library and the community.

Approved by Trustees February 5, 2013  
Revision approved: December 21, 2021