

PLEASE NOTE: Credit adjustment processing times for eligible products may vary based on the product type/transit authority, and the average processing time may range between 60-90 days. All prepaid cards are not applicable for return. All products highlighted in orange are not applicable for return.		
Transit Authority	Return Policy - September Orders	Return Policy - August Orders
A Yankee Line	No Returns Allowed	No Returns Allowed
ABS Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
Academy Bus	Prior to the 1st of the month	Prior to the 1st of the month
ACE (Altamont Commuter Express)	Return for credit allowed 1st of Month of Us	Return for credit allowed 1st of Month of Us
Adirondack Trailways	No Returns Allowed	No Returns Allowed
Appleton Valley Transit	No Returns Allowed	No Returns Allowed
AVR Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
Baylink San Francisco Bay Ferry	No returns	No returns
Beaver County Transit	Prior to the 1st of the month	Prior to the 1st of the month
Bloom Bus	No Returns Allowed	No Returns Allowed
Boston Harbor Cruises	No Returns Allowed	No Returns Allowed
Broward County Transit	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Capital Metro	Prior to the 1st of the month	Prior to the 1st of the month
CAT (Harrisburg)	No returns	No returns
CATS	Prior to the 1st of the month	Prior to the 1st of the month
Cedar Rapids Transit	No Returns Allowed	No Returns Allowed
Cee People Buspool	No Returns - Electronic funds	No Returns - Electronic funds
CENTRO	No returns	No returns
Chicago Water Taxi	No Returns Allowed	No Returns Allowed
Clean Air Express	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Clipper		
Clovis Transit		
Collins Bus Commuter Service	Return for credit allowed 1st of Month of Use, monthly passes not returnable	Return for credit allowed 1st of Month of Use, monthly passes not returnable
Columbia County Rider	No Returns Allowed	No Returns Allowed
Community Coach	Return for credit allowed	Return for credit allowed
Community Transit Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
Commuter Check - Bay Area	Return for credit allowed	Return for credit allowed

Commuter Check Voucher	Return for credit allowed	Return for credit allowed
Commuter Check Voucher - XOM	Return for credit allowed	Return for credit allowed
Compass Tap & Go	No Returns - Electronic funds	No Returns - Electronic funds
ConnectYourCare Visa Debit Payment Card	Not Applicable - debit card	Not Applicable - debit card
COTA	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
CT Transit (GoCT Cards only)		
CT Transit (physical tickets only)	Return for credit allowed 1st of Month of Use, monthly passes not returnable	Return for credit allowed 1st of Month of Use, monthly passes not returnable
C-TRAN	No Returns - Electronic funds	No Returns - Electronic funds
DART (Dallas)	Return for credit allowed 10th of Month of Use	Return for credit allowed 10th of Month of Use
DART (Delaware)	Prior to the 1st of the month	Prior to the 1st of the month
DATTCO Bus	Return for credit allowed 1st of Month of Use, monthly passes not returnable	Return for credit allowed 1st of Month of Use, monthly passes not returnable
DDOT	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
DeCamp Bus Lines	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Des Moines Area Regional Transit Authority (DART)	No Returns Allowed	No Returns Allowed
Douglas County Rideshare	No Returns Allowed	No Returns Allowed
DTA	No Returns Allowed	No Returns Allowed
EMTA	No Returns Allowed	No Returns Allowed
Enterprise Rideshare National	No Returns - Electronic funds	No Returns - Electronic funds
Fort Bend County Express	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
GBTA	No Returns Allowed	No Returns Allowed
Go Transit (Greater Oshkosh)	No Returns Allowed	No Returns Allowed
GPTD (Metro)	No Returns Allowed	No Returns Allowed
Greater Dayton Regional Transit Authority	No Returns Allowed	No Returns Allowed
Greater Richmond Transit Company	No Returns Allowed	No Returns Allowed
Green Bay Metro	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
Gwinnett County Transit	No Returns - Electronic funds	No Returns - Electronic funds
HARTline	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
IndyGo	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Intercity Transit Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
Iowa City Transit	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use

Island Transit Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
K and K Connections	No Returns - Electronic funds	No Returns - Electronic funds
KAT (Knoxville Area Transit)	No Returns Allowed	No Returns Allowed
KCATA	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Lakeland Bus Lines	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
Laketrans	No Returns Allowed	No Returns Allowed
LANTA	No Returns Allowed	No Returns Allowed
LeeTran	No Returns Allowed	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
LexTran	No Returns Allowed	No Returns Allowed
Liberty Landing Ferry	No Returns Allowed	No Returns Allowed
Long Island Rail Road Monthly	For full credit, before the first of the month for which the ticket is valid, mail the entire ticket pouch in the yellow return envelope to Long Island Rail Road Returns, MC 1438 , 93-02 Sutphin Blvd Jamaica NY 11435-4380.	For full credit, before the first of the month for which the ticket is valid, mail the entire ticket pouch in the yellow return envelope to Long Island Rail Road Returns, MC 1438 , 93-02 Sutphin Blvd Jamaica NY 11435-4380.
LYNX	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Madison County Transit	No Returns Allowed	No Returns Allowed
MARC	Prior to the 1st of the month	Prior to the 1st of the month
MARTA	No Returns - Electronic funds	No Returns - Electronic funds
Martz Trailways	August tickets not being distributed. Credits to be issued between July 27th and July 31st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
MBTA - Commuter Rail Monthly	Commuter Rail Monthly Passes can be returned by the 1st of the month for credit. Passes should be returned to: Customer Returns, PO Box 540515, Waltham, MA 02454. Credits will be applied back to the commuter account in accordance with our standard processing policies and IRS regulations.	Commuter Rail Monthly Passes can be returned by the 1st of the month for credit. Passes should be returned to: Customer Returns, PO Box 540515, Waltham, MA 02454. Credits will be applied back to the commuter account in accordance with our standard processing policies and IRS regulations.

MBTA - CharlieCard (PERQ)	September PERQ Smart Cards (CharlieCards) – IMPORTANT TO NOTE: <ul style="list-style-type: none"> <li>You may keep your existing Smart Card. If you do not use it for any commuter travel in the month of September, a credit will be applied to your commuter account the following month.</li> <li>However, if you use your Smart Card just once in the month of September, you will not be credited for any pass value. We recommend leaving your Smart Card at home for the month of June to avoid accidental usage.</li> <li>If you would like to deactivate your Smart Card sooner, you may still return it by August 26th to this address: Customer Returns, PO Box 540515, Waltham, MA 02454.</li> <li>Credits will be applied back to the commuter account in accordance with our standard processing policies and IRS regulations.</li> </ul>	August PERQ Smart Cards (CharlieCards) – IMPORTANT TO NOTE: <ul style="list-style-type: none"> <li>You may keep your existing Smart Card. If you do not use it for any commuter travel in the month of August, a credit will be applied to your commuter account the following month.</li> <li>However, if you use your Smart Card just once in the month of August, you will not be credited for any pass value. We recommend leaving your Smart Card at home for the month of June to avoid accidental usage.</li> <li>If you would like to deactivate your Smart Card sooner, you may still return it by July 26th to this address: Customer Returns, PO Box 540515, Waltham, MA 02454.</li> <li>Credits will be applied back to the commuter account in accordance with our standard processing policies and IRS regulations.</li> </ul>
MDTA	No Returns - Electronic funds	No Returns - Electronic funds
METRA	Return to Edenred for credit allowed 10th of Month of Use, Monthly passes only. MUST be attached to its stub in order to receive full credit value.	Return to Edenred for credit allowed 10th of Month of Use, Monthly passes only. MUST be attached to its stub in order to receive full credit value.
METRO (CINCINNATI) (SORTA)	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
METRO (HOUSTON)	No Returns - Electronic funds	No Returns - Electronic funds
Metro (St. Louis)	Return for credit allowed 10th of Month of Use	Return for credit allowed 10th of Month of Use
Metro Area Transit (Fargo)	August tickets not being distributed. Credits to be issued between July 27th and July 31st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Metro North Railroad Monthly	For full credit, unused ticket sealed in ticket pouch must be returned within the month for which the ticket is valid. Mail the entire ticket pouch in the yellow return envelope to MTA Metro-North Railroad, Mail&Ride Dept.; PO Box 3640; New York, NY 10163-3640.	For full credit, unused ticket sealed in ticket pouch must be returned within the month for which the ticket is valid. Mail the entire ticket pouch in the yellow return envelope to MTA Metro-North Railroad, Mail&Ride Dept.; PO Box 3640; New York, NY 10163-3640.
Metro SmarTrip Card	No Returns - Electronic funds	No Returns - Electronic funds
Metro Transit (Madison)	Prior to the 1st of the month	Prior to the 1st of the month
Metro Transit (Minneapolis)	No Returns - Electronic funds	No Returns - Electronic funds
Metrolink	No Returns - Electronic funds	No Returns - Electronic funds
Michigan Plaza Express	Return for credit allowed 1st of Month of Use	Return for credit allowed 1st of Month of Use
Monterey-Salinas Transit	No Returns Allowed	No Returns Allowed
MTA (Baltimore Washington)	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
MTA (Baltimore Washington)/Commuter Direct	Prior to the 1st of the month	Prior to the 1st of the month
MTA (Nashville)	No Returns Allowed	No Returns Allowed
MTA/NYCT	MTA/NYCT 30-Day Unlimited Ride card can be returned at anytime for credit. This pass is in a cellophane wrapper and must be returned sealed and unopened in order to receive a credit.	MTA/NYCT 30-Day Unlimited Ride card can be returned at anytime for credit. This pass is in a cellophane wrapper and must be returned sealed and unopened in order to receive a credit.

MTA/NYCT 30-Day	MTA/NYCT 30-Day Unlimited Ride card can be returned at anytime for credit. MTA/NYCT 30-Day Unlimited Ride card can be returned at anytime for credit. This pass is in a cellophane wrapper and must be returned sealed and unopened in order to receive a credit.	MTA/NYCT 30-Day Unlimited Ride card can be returned at anytime for credit. MTA/NYCT 30-Day Unlimited Ride card can be returned at anytime for credit. This pass is in a cellophane wrapper and must be returned sealed and unopened in order to receive a credit.
MTA/NYCT Annual Metro Card	Can be physically returned by 1st of Month to receive credit.	Can be physically returned by 1st of Month to receive credit.
MTD - Santa Barbara	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
MTS - SANDAG	No Returns - Electronic funds	No Returns - Electronic funds
NCTD - The COASTER	No Returns - Electronic funds	No Returns - Electronic funds
New Castle Area Transit	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
NFTA	No Returns Allowed	No Returns Allowed
NJ Transit - 10 Trip Tickets	Prior to the 1st of the month	Prior to the 1st of the month
NJ Transit - Hudson-Bergen Light Rail	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
NJ Transit - Newark Light Rail	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
NJ Transit - Rail	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
NJ Transit - Riverline	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
North Fork Express	No Returns Allowed	No Returns Allowed
Northern Interstate (NYC)	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Northern Intra-commuter	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Northern Intrastate (Local)	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Northwestern Memorial Hospital Shuttle	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Northwestern University Shuttle	No returns	No returns
NY Waterway	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Ochoa Commuter	No Returns - Electronic funds	No Returns - Electronic funds
OCTA (Orange County)	Return for credit allowed 1st of Month of Use	Return for credit allowed 1st of Month of Use
Omaha Metro	Status Pending	Status Pending
Omnitrans	No Returns Allowed	No Returns Allowed
ORCA	No Returns - Electronic funds	No Returns - Electronic funds
PACE Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
PATCO	No Returns - Electronic funds	No Returns - Electronic funds
Peter Pan Arrow	Return for credit allowed 1st of Month of Use, monthly passes not returnable	Return for credit allowed 1st of Month of Use, monthly passes not returnable

Pierce Transit Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
Placer County Transit	No Returns Allowed	No Returns Allowed
Port Authority of Allegheny County	No Returns - Electronic funds	No Returns - Electronic funds
PSTA	No Returns Allowed	No Returns Allowed
RideECO	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
RideFinders	No Returns - Electronic funds	No Returns - Electronic funds
RidePal	No Returns - Electronic funds	No Returns - Electronic funds
RIPTA	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Riverside Transit Agency	No Returns Allowed	No Returns Allowed
Rochester City Line	No Returns Allowed	No Returns Allowed
Rockland Coaches	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
RTA	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
RTA Transit Benefit Prepaid Mastercard	Not Applicable - debit card	Not Applicable - debit card
RTC	No Returns Allowed	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
RTC - Southern Nevada	No Returns Allowed	No Returns Allowed
RTD	Return for credit allowed 1st of Month of Use	Return for credit allowed 1st of Month of Use
RTS	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
SAMTD - Cherriots	No Returns Allowed	No Returns Allowed
Santa Cruz Metro	No Returns Allowed	No Returns Allowed
Santa Monica Big Blue Bus	August tickets not being distributed. Credits to be issued between July 27th and July 31st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Seastreak		
SEPTA	Credits are based on the postmark date of the envelope. Refunds postmarked PRIOR to the benefit month receive a 100% credit. From the 1st of the month to the 10th a 50% credit, from the 11th through the 20th a 25% credit and after the 20th there is no credit given for the pass.	Credits are based on the postmark date of the envelope. Refunds postmarked PRIOR to the benefit month receive a 100% credit. From the 1st of the month to the 10th a 50% credit, from the 11th through the 20th a 25% credit and after the 20th there is no credit given for the pass.
SEPTA - ComPass Program	Credits are based on the postmark date of the envelope. Refunds postmarked PRIOR to the benefit month receive a 100% credit. From the 1st of the month to the 10th a 50% credit, from the 11th through the 20th a 25% credit and after the 20th there is no credit given for the pass.	Credits are based on the postmark date of the envelope. Refunds postmarked PRIOR to the benefit month receive a 100% credit. From the 1st of the month to the 10th a 50% credit, from the 11th through the 20th a 25% credit and after the 20th there is no credit given for the pass.
SFRTA/Tri-Rail	No Returns - Electronic funds	No Returns - Electronic funds
ShoreLine East	No Returns Allowed	No Returns Allowed

Shortline Bus	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
Skagit Transit Vanpool	No Returns - Electronic funds	No Returns - Electronic funds
SMART	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
SMART Sonoma Marin Area Rail Transit	No Returns - Electronic funds	No Returns - Electronic funds
SmartLink	No Returns - Electronic funds	No Returns - Electronic funds
Sonoma Marin Area Rail Transit SMART	No Returns - Electronic funds	No Returns - Electronic funds
South Shore Line	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
Southern Interstate (Phila.)	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Southern Intrastate (Local)	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Springfield Mass Transit District	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
SRTD (Regional Transit)	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
STA	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
STAR Vanpool - Enterprise (XOM)	No Returns - Electronic funds	No Returns - Electronic funds
STAR Vanpool - vRide (XOM)	No Returns - Electronic funds	No Returns - Electronic funds
STAR Vanpool (Enterprise)	No Returns - Electronic funds	No Returns - Electronic funds
STAR Vanpool (vRide)	No Returns - Electronic funds	No Returns - Electronic funds
Start Bus	No Returns Allowed	No Returns Allowed
SunLine Transit Agency	No Returns Allowed	No Returns Allowed
SunRail	No Returns - Electronic funds	No Returns - Electronic funds
TANK	September tickets not being distributed. Credits to be issued between August 27th and September 1st.	August tickets not being distributed. Credits to be issued between July 27th and July 31st.
The Bridgeport & Port Jefferson Steamboat	No Returns Allowed	No Returns Allowed
The Coach Company	No Returns Allowed	No Returns Allowed
TheBus	No Returns Allowed	No Returns Allowed
TRE	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Triangle Transit Authority	No Returns Allowed	No Returns Allowed
TriMet	No Returns - Electronic funds	No Returns - Electronic funds
Trinity Metro	No Returns Allowed	No Returns Allowed
USF Semester Pass Clipper	No Returns - Electronic funds	No Returns - Electronic funds
UTA	Return for credit allowed 5th of Month of Use	Return for credit allowed 5th of Month of Use
Valley Metro	No Returns Allowed	No Returns Allowed
ValleyRide		
Ventra Direct Load		

Virginia Railway Express	Prior to the 1st of the month	Prior to the 1st of the month
WCCE (Washington County Commuter Express)	Return for credit allowed end of Month of Use	Return for credit allowed end of Month of Use
Whatcom Transportation Authority	No Returns - Electronic funds	No Returns - Electronic funds
Wichita Transit	No Returns Allowed	No Returns Allowed
Wisconsin Coach Lines	No Returns Allowed	No Returns Allowed
WSTA	No Returns Allowed	No Returns Allowed