

UW-La Crosse Intramural Sports

Refund Policy

UPDATED AUGUST 2017

Overview

Intramural Sports understands not all teams can commit to a full season or that sometimes duplicate registrations/technological errors happen. Because of these and select other reasons, refund requests are permissible. In order to ensure you receive your money back in a timely manner, please follow the steps outlined below.

Reminders/Suggestions

Common situations resulting in refunds can often be avoided. When making a payment for a team registration, please consider the following:

- Ensure no other intended team members are also registering your team
- It is recommended to have only ONE internet browser open
- Transactions aren't processed immediately; DO NOT close your browser or exit out of IMLeagues' registration area until your registration is confirmed
- If PayPal seems to be taking a while to process payment, DO NOT click to submit your payment again
- NEVER delete a registered team; administration can do that for you
- DO NOT delete a team to create a new team in a different league/division. Instead, contact administration
- If having issue with paying online, you can always register in-person at the REC Info Counter
- You DO NOT need a PayPal account to register/submit payment

CONTACT ADMINISTRATION AT intramurals@uwlax.edu FOR ANY QUESTIONS OR CONCERNS

Disclaimer

Administrative staff MUST approve all refund requests. Please be advised not all instances of refund requests will be approved and refunds may not be returned in the full amount paid due to non-refundable processing fees.

AS OF THE MOST RECENT UPDATE, CREDIT CARD REFUNDS ARE NOT PERMISSIBLE

What is Needed?

To get started on processing your refund, please send the following information to the coordinator:

Your Name (as you'd like it to appear on a check)

Your UWL-Issued ID Number

Your Preferred Address (for check mailing purposes)

Your Preferred Phone Number (in the event we must call; please include area code)

Activity for Refund

Rationale for Refund Request

Please forward your PayPal confirmation email (titled, "Thank you for your payment to imleagues llc" or something similar). This is proof of a financial transaction. Please do not forward your IMLeagues confirmation.

Timeline

Once the aforementioned materials are submitted to administration, the program coordinator will fill out an official refund request which will be processed by office personnel and sent to the UWL Business Office for further processing. The Business Office is the agency that will cut and mail a physical check to the address provided.

Please allow 2-3 weeks for proper processing and mailing. If you have not received your refund following this period, please contact the Intramural Sports Coordinator immediately.