



## FARE REFUND REQUEST FORM For SMART APP Purchases Only

### SMART Train Refund Policy

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**SMART Fares are non-refundable.** However, in certain extenuating circumstances a refund review can be requested. For fares purchased through the SMART Train App, please complete and submit the form below for consideration. Requests for refunds through Clipper must be submitted through Clipper customer service.

Request your refund from SMART by submitting this form to [billing@sonomamarintrain.org](mailto:billing@sonomamarintrain.org) or if Internet access is unavailable contact SMART Customer Service at 511.

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### Instructions:

1. Fill out this form completely. Incomplete requests will not be processed.
2. Attach all fare documentation, including any additional fares purchased because of an error, along with the corresponding receipts.
3. E-Mail the completed form, fare and receipt documentation to the address below within 10 days from the date of purchase. SMART will contact you within two weeks with its determination.

### Customer Information

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Name:

Address:

City, State, Zip Code:

E-mail\*:

Day phone (with area code):

\* required for credit card customers

### Fare Type Information

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Reason for request:

Amount requesting: \$

Fare/Pass type:

from Station:

to Station:

Date and Time of Purchase:

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### Payment Information:

American Express

Discover

MasterCard

Visa

Please list last 8 digits:

Expiration date:

**SMART Refunds • 5401 Old Redwood Hwy • Suite 200 • Petaluma, CA 94954 • 707.794.3330**  
**Email Address: [billing@sonomamarintrain.org](mailto:billing@sonomamarintrain.org)**

*Office use only:*

*Date Request Received:*

*Determination:*

*Date Customer notified:*