

## PTO Refund Policy

As a general policy, no refunds will be issued for items purchased from the PTO. Committee chairs will have the authority to authorize refunds under special circumstances, **if the vendor can issue a refund for the item or the item is resold within the school year**, so that there is no loss incurred by the PTO.

For a refund to be issued by the PTO, a refund request must be completed and submitted to the committee chair for approval. *Refund requests submitted without prior approval from the committee chair will be returned.* The committee chair must then submit the request to the treasurer. **Below are some circumstances in which a refund may be issued:**

- Merchandise that is defective or was not received.
- Special order merchandise such as spirit wear and yearbooks that the purchaser cancels prior to the master order being placed.
- Special Lunch: Refunds for Special lunch will be given on a prorated basis if a child withdraws from Elm School. This refund will be given for lunches not yet ordered as of the date the special lunch chair is notified. This request must be approved by the special lunch chair.