



Credit Card Refund Policy

Disputation of charges should be addressed with the County prior to requesting a refund or dispute with the customer's own credit card company.

Galveston County is authorized to refund credit card charges if the following apply:

A customer has not received the goods or services they purchased, and this fact has been verified by Galveston County upon investigation into the claim; or

A customer finds fault with the goods or services they purchased, and this fault is deemed to be the responsibility of Galveston County upon investigation by the County into the claim; or

A customer overpays the County for goods or services, and the overage is verified by Galveston County upon investigation into the claim.

In the event that the request for a refund has been validated by a thorough investigation conducted by Galveston County, the County may void the charge entirely if less than 24 hours has passed since the return was determined to be necessary; or

If not more than 30 days from the request, issue a refund through the Galveston County Merchant Services vendor directly to the customer's credit card vendor; or

If more than 30 days from the date of the request have passed, issue a refund via an Accounts Payable check.

In the event that a refund is not deemed appropriate, the County will notify the customer within one (1) business day of the conclusion of the investigation.