



A Tradition of Stewardship
A Commitment to Service

Napa County Library

580 Coombs St.
Napa, CA 94559
www.napalibrary.org

Main: (707) 253-4243
Fax: (707) 253-4615

Danis Kreimeier
Director of Library Services & Community Outreach

October 9, 2018

SUBJECT: ONLINE AND IN PERSON PAYMENT REFUND PROCESS.

We respect and are committed to protecting your privacy. During an online payment, we may collect personally identifiable information in payment transaction logs for auditing or refund purposes. This is limited to name and library barcode. No credit card or other information is stored. We will not sell your personally identifiable information to anyone.

SECURITY

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

REFUNDS

Refunds for items paid and later found can be made within one year of the payment date. If you find an item you have paid for, please return it to a staff member at any of the Napa County Library locations. We can refund the item's cost. Collection fee charges (\$10.00) cannot be refunded. There are no refunds for overdue fines or other miscellaneous fees, such as photocopies.

For materials paid for with a credit card, that same credit card will be used to issue the refund. Your account will be credited within five (5) days. For payment made with cash or check, up to \$25 can be refunded on site. Refunds of more than \$25 will be in the form of a check issued by the County of Napa. It will be mailed to your address of record.

Danis Kreimeier
Director of Library Services & Community Outreach

Napa Main Library
580 Coombs Street
Napa, CA 94559
(707) 253-4241

American Canyon Branch
300 Crawford Way
American Canyon, CA 94503
(707) 644-1136

Calistoga Branch
1108 Myrtle Street
Calistoga, CA 94515
(707) 942-4833

Yountville Branch
6516 Washington Street
Yountville, CA 94599
(707) 944-1888

