

## Frieson Black Cultural Center Refund Policy

The Office of Multicultural Student Life charges for various services including, but not limited to, audio-visual equipment rental, facility rental, technical assistance, and graphic design and related printed/copying. On occasion, refunds of payments for these services are justified, pertaining to non-use, equipment failure, or related reason.

A request for a refund must be submitted within two (2) business days of payment. The refund request must be submitted, **in writing**, explaining justification for the refund, and must be submitted to:

Director of Multicultural Student Life  
1800 Melrose Avenue  
Knoxville, TN 37996-4200

The Director of Multicultural Student Life, or his/her designee, will review the refund request and make a determination whether justification exists to grant the refund. The Director of Multicultural Student Life, or his/her designee, will notify the person requesting the refund of the decision, either in writing or verbally, within two (2) business days.

If payment was made by cash or check and the payment has not yet been deposited, the refund will be returned to the person requesting the refund in the form it was paid. If the payment has been deposited, the Office of Multicultural Student Life will submit a University of Tennessee Refund Request Form in the name of the person requesting the refund to the Bursar's Office.

If payment was made by Interdepartmental Transfer, Multicultural Student Life will initiate a reversal transfer to the department requesting the refund within two (2) business days.