

Refund Policy:

Refunds are only available in emergency situations for services not yet rendered or provided. All refund requests must be made in writing and received by the Fiscal Services Department of the Office of the Executive Secretary within 30 days of payment or within 30 days of either the date the service is ordered or contracted for, or the date or date on which service is to be provided, whichever comes first.

Requests should be delivered to:

Office of the Executive Secretary
100 N. 9th Street, 3rd Floor
Richmond, VA 23219
ATTN: Fiscal Services

Refund requests will not be considered or processed unless the written request includes: the full legal name of the individual who paid for the service, the date on which payment was made, the individual's complete legal and mailing address, a description of the form of payment, including credit card type (MasterCard, Visa, etc.) and the last four (4) digits on the card, and a copy of a receipt showing proof of payment.

Refunds will be made back to the credit card used for payment and may take up to sixty (60) days for processing.