Credit and Debit Card Policy

The Pittsylvania County Public Library (“Library”) accepts credit and debit cards as a form of payment for fines, fees, donations and other. A third-party provider is used to process the transaction. Payment via credit/debit card can be made at the main circulation desk at any of the Pittsylvania County Public Library branches or online. The types of credit/debit cards accepted are: VISA, MasterCard, American Express, Discover, and UnionPay. The minimum to use a credit/debit card for payment is $1.00.

The following may be paid for via credit/debit card:

- Overdue fines
- Copies and computer prints
- Lost and/or damaged material
- Donations to the Pittsylvania County Public Library
- Donations to the PPL Foundation can be made via pcplib.org/support-us/

SECURITY

The Library reserves the right to refuse service or cancel transactions at any time if fraud or an unauthorized or illegal transaction is suspected. Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the Library. In the event that a credit/debit card payment is unable to be processed, the patron will be responsible to provide payment via cash or check for all amounts due.

PROHIBITED CREDIT/DEBIT CARD ACTIVITIES

The Pittsylvania County Public Library prohibits certain credit/debit card activities that include, but are not limited to:

- Accepting payment cards for cash advances or cash back
- Discounting fines or fees based on the method of payment
- Refunds in excess of the original amount paid
- Payments over the phone or via email
- Split-tender transactions

PAYMENT RECEIPTS

A paper receipt will only be provided by library staff upon request.

REFUNDS

When a fine or fee has been paid using a credit/debit card and a refund is necessary, the refund must be credited to the account that was originally charged. Credit/debit card refunds cannot be made more than 60 days after the transaction. Refunds may take up to 14 days to process. If a refund is deemed necessary after the 60 days, a refund may be made via check issued by the Library. Refunds are made at the discretion of the supervisor on duty and are subject to approval by the Director.
CHARGEBACKS/DISPUTES
In the event that the Library is notified of a dispute, the Director and Administrative Assistant will investigate the transaction and respond as necessary.

PRIVACY STATEMENT
We respect your privacy! Credit/debit card transaction details collected are encrypted at point of swipe.
The Pittsylvania County Public Library will have access to the last four digits of the credit/debit card number used in the transaction only. The Library does not retain payment card data on the mobile device or within the application. This information will only be used for transaction retrieval. This information is kept private and is not used for any other purpose. Transaction information is available until the Library terminates its account.

DISCLAIMER
By processing, you agree to accept and assume all risks and responsibilities for the losses and damages that may arise from your use of this payment service and release the Pittsylvania County Public Library and the Pittsylvania County from all liability.

Policy approved by the Pittsylvania County Library Board of Trustees April 17, 2023