

# Never Received Pass or Incorrect Pass Form

This form is ONLY for those who have not received their ordered pass in the mail, or have received the incorrect pass.

If you have not received your transit pass in the mail and you have purchased a replacement pass, you need to complete and return this form to customer service to receive a refund. If you received an incorrect transit pass in the mail and have purchased a replacement pass, you need to complete and return this form WITH the incorrect transit pass to customer service.

If you receive your ordered Transit Pass in the mail after you have purchased the replacement pass, you must return the transit pass that you received in the mail to customer service.

## Rules for Reimbursement:

- 1) Notify customer service by the 3rd of the month
- 2) You must purchase the same transit pass as the transit pass you ordered, and submit a photocopy of the receipt as proof of purchase
- 3) You must complete and return this form (incomplete forms will be returned)
- 4) You must mail this form, and the receipt of purchase so that it is RECEIVED no later than the 10th of the month

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### Item 1 Please select one of the following types of request

- I never received my ordered transit pass in the mail  
 I received the incorrect transit pass **\*\*you are required to return the incorrect pass by mail**

If your situation is neither of the above situations, please contact customer service.

### Item 2 Please enter the Reference Number from when you ordered your pass >>

**\*\* you can find this number in your confirmation email or your printed confirmation**

### Item 3 Please complete the Transit Pass information below:

Transit Authority \_\_\_\_\_

Transit Pass Type \_\_\_\_\_ Quantity \_\_\_\_\_

### Item 4 Please complete your personal information below:

Date \_\_\_\_\_

Employer \_\_\_\_\_

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

SIGNATURE \_\_\_\_\_

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### Statement of Acceptance (please check box to verify acceptance)

- I have read and I agree to the above stated rules of reimbursement, and I further acknowledge that I did not receive my ordered transit pass in the mail, OR the pass that I did receive was the incorrect transit pass. I understand that providing inaccurate or incomplete information will disqualify me from receiving a reimbursement.

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**YOU MUST FOLLOW THE RULES OF REIMBURSEMENT, AND COMPLETE ITEMS 1 THRU 4 TO RECEIVE YOUR REIMBURSEMENT**

Mail to: Attn: Customer Service - Lost Pass  
PO Box 620672  
Newton Lower Falls, MA 02462-1440

Fax to: 617-904-1680