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## Article

### **Retail Mailer Refund Guidelines**

We often have customers ask how to get money refunded when they've metered postage incorrectly on their mail.

To get your money refunded, follow these steps:

1. Take the affected mail pieces to the local post office that handles your company's mail and fill out Form 3533, Application and Voucher for Refund of Postage and Fees, within 60 days of the metered date.
2. Show proof that you are the licensee of the postage meter that printed the indicia (acceptable proof includes a copy of the lease, rental agreement, or contract).
3. The USPS will calculate your refund based on either 10% of the total value of the postage (if the total is \$350 or less), or \$35/hr for their time to go through mail with a total value of more than \$350 (there is a minimum of \$35 charge in this case).
4. The USPS will issue a refund on the spot if the total refund value is less than \$350. If it is more than \$350, a refund will be sent to you.
5. The USPS will keep your mail pieces.

For more detailed information, please check the postal service website at [www.usps.com](http://www.usps.com)

Source: Domestic Mail Manual (DMM)\_PO14.3.2