

Optimizing Communications Thru Mailing, Printing, Digital & Logistic Solutions

Retail Mailer USPS Refund Guidelines

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

You should know that once postage is downloaded onto your meter, it belongs to the US Postal Service. Therefore, the USPS will refund your postage, not your mail machine provider (e.g., Neopost, FP or Pitney Bowes).

For domestic (U.S.) mail, you have 60 days from the date* shown on the indicia of your mail piece to apply for a refund. To get your money refunded, follow these steps:

1. Take all the affected mail pieces to your local Post Office that handles your company's mail and fill out a PS Form 3533 (Application and Voucher for Refund of Postage and Fees).
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 the total postage amount less the following processing fees:
 - 10% of the total value of the postage (if the total is \$500 or less), or
 - \$50/hr for their time to go through your mail and process a refund (there is a minimum \$50 in this case) if the total value if over \$500.
4. The Postal Service will issue a refund on the spot if the total is less than \$500. If it is more than \$500, a refund will be sent to you.
5. The USPS will keep your mail pieces.

If your request is denied, you may appeal within 30 days of the ruling to the [Manager of the Pricing and Classification Service Center](#).

*If the indicia is undated, [additional standards](#) are applied and the request must be submitted to the manager of the business mail entr at the USPS district overseeing the mailer's Post Office.

Source: Domestic Mail Manual (DMM)