



Refund Policy

Reschedule Policy

Applicants paying for fingerprinting fees via credit card online must keep their originally scheduled appointment or be rescheduled within two (2) weeks of that original appointment date. Failure to do so will result in forfeiture of paid fees. Applicants paying via credit card are encouraged to call the scheduling office at (877) 472-6915 or for TTY/TTD applicants, please call (877) 219-0199 to reschedule their appointment.

Refund Policy

Refunds will be given under the following circumstances:

- Initial fingerprint appointment was not kept and second appointment was unable to be made within two (2) weeks of initial appointment, or appointment was unable to be kept due to unforeseen circumstances agreed to by customer and MorphoTrust USA, and
- The refund request has to be in writing.

Refunds will NOT be given under the following circumstances:

- If the customer did not reschedule their fingerprinting appointment within the two (2) week period after their original appointment.
- If the customer rescheduled their fingerprint appointment within the two (2) week period after their original appointment but did not show up to the second appointment.

Refund Procedures

The letter should be sent to:

[MorphoTrust USA](#)

Refund Request

3051 Hollis Drive, Suite 310

Springfield, IL 62704

Information Required in the letter:

- Contact person's name
- Contact person's phone number and address
- Email address
- Date and method of the payment
- Transaction reference number (if applicable)
- Reason for request

The customer is advised to send the refund request letter by priority or certified mail to ensure receipt of the request by [MorphoTrust USA](#).

MorphoTrust USA will not be responsible if the customer's refund request letter is lost in the mail.

Standard Turnaround Time

Standard turnaround time for refund is within one month from the date we receive the customer refund request letter. We will notify the customer of the decision to accept or reject the refund request for the reasons stated in this policy within one month from the date we receive the customer refund request letter.

If you have any questions with the website, please contact [MorphoTrust USA](#) at (877) 472-6915. For TTY/TTD applicants, please call (877) 219-0199