

## Refund Policy for SNAP and Double Up Token Purchases

If you would like to return unused SNAP Bridge Card currency (tokens or scrip) and have the value credited back to your SNAP Bridge Card, you can do so as long as:

- 1. You return the SNAP currency to the same market that distributed it**
- 2. You request the refund on the same day you made the SNAP purchase at that market.**
- 3. Your requested refund amount is equal to, or less than, the original purchase.**

*These rules apply because the return must be completed on the same point-of-sale device as the original purchase was made and the return must be completed in the same "batch" as the purchase transaction. These are common rules of EBT processing companies.*

### **If I return SNAP currency, what happens to the Double Up Food Bucks I earned when I made the SNAP purchase?**

The purpose of the Double Up Food Bucks program is to double the value of SNAP benefits spent at participating markets and grocery stores in order to help people bring home more healthy fruits and vegetables while supporting local farmers.

**If you are returning unspent SNAP currency, we request that you also return an equal value of Double Up Food Bucks tokens.** You can round down to the nearest \$2 increment when returning Double Up Food Bucks tokens.

If you request a SNAP return after spending all of your Double Up tokens, that does not help us accomplish the purpose of the program and we will ask you not to do this again.

- 1. If this happens once or twice**, the market manager will review the refund policy with you and request that on all future SNAP returns you also return an equal value of unspent Double Up tokens.
- 2. If it happens more than twice**, you will become ineligible to receive Double Up Food Bucks from this market. The market will record your name and the last 4 digits of your SNAP Bridge Card number (they will never record your full card number), and you will no longer be eligible to receive Double Up tokens at the market. *You are always eligible to use your SNAP Bridge Card at the market, even if you are no longer eligible to receive Double Up tokens from that market.*

If you wish to dispute this policy, please call the Double Up Customer Hotline number:  
866-586-2796.

Created by the Michigan Farmers Market Association (MIFMA) to support farmers markets accepting food assistance benefits. For more information, visit [www.mifma.org](http://www.mifma.org).

Approved by Fair Food Network on behalf of the Double Up Food Bucks program.

Published June 2017.