

University of Wisconsin Colleges

UCard Account Terms & Conditions

Please read this Agreement thoroughly. The terms "our", "us" and "the University" refer to the University of Wisconsin Colleges that is administering the UCard Account. The terms "you" and "your" in this agreement refer to the person whose name is on the UCard and associated accounts. The term "UCard" refers to the UWC photo ID card. This must be the same name and correspond to the photo on the UCard. The UCard holder agrees to abide by all sales, regulations, policies, and procedures as specified by the University and the UCard program. Violations of such rules, regulations, policies and/or procedures may result in the cancellation of cardholder privileges. Further changes in terms and conditions regulating the use of the card and associated accounts will apply to all cards/accounts in use at the time and will supersede the terms and conditions in effect at the time the card/account was acquired.

1. The UCard is the property of the University of Wisconsin Colleges, serving as the official form of university identification. Fraudulent use or alteration warrants confiscation and disciplinary action. Use of the card may be revoked at the University's sole discretion for violation of university policies and procedures.
2. UCard must be presented upon request at the time of use to obtain services or to establish official university status.
3. **The UCard is not transferable.** Only the cardholder can present the card for debit and other privileges. Cards will be confiscated if presented by someone other than the cardholder.
4. The UCard Account is a prepaid stored value card that allows you to purchase goods and services available as a student or employee of the University. It will allow you to purchase merchandise at the University Bookstore, purchase food and meals at food service locations, and obtain other services on-campus and off-campus that accept the UCard without the necessity of carrying cash or a checkbook.
5. When depositing funds into a UCard Account, the depositor agrees to the terms of this Agreement.
6. Deposits can be made at any time, in any amount up to a maximum \$500.
7. There are no limitations on the number of times or the dollar amount a card can be used for purchases, as long as the cardholder has an adequate balance in the UCard account.

Time Period of a UCard Account

1. Once you have opened a UCard Account, it will remain open until you graduate or otherwise leave the University and will roll over from semester to semester.

Unused UCard Account Balances

1. UCard Account balances of \$25 or more will be refunded upon request when the student has academically withdrawn and provides documentation, or if the student will be graduating or otherwise not returning to UWC after the semester. A refund processing fee of \$10 will be assessed on the balance prior to issuing a refund.
2. On June 30 of every year, any remaining Ucard dollars will be forfeited for accounts that have been dormant for a year and the student was not registered in the prior spring semester.
3. Outside of the refund process above, cash cannot be withdrawn from your UCard account.

Adjustments, Shortages, and Negative Amounts

1. The University reserves the right to make appropriate adjustments or corrections to the amounts assigned to your UCard Account. Any such adjustments will be fully documented and will be disclosed to you should you inquire about either your account balance or account transactions. Account status can also be checked through the UWC UCard website.
2. It is your responsibility to keep track of your spending when using your UCard Account.
3. If you attempt to make a purchase and there is not sufficient balance in your UCard Account, the transaction will not be approved.
4. Should the occasion arise that, due to system problems or otherwise, a purchase does occur despite insufficient funds in your UCard Account (creating a "shortage" or "negative" amount), you will be billed for such negative amount and agree to pay such negative amounts. This shortage can be paid by funds that may thereafter be deposited by you, or others, to your account.

UCard Account Usage Information

1. You can obtain information regarding account usage, including the amount of funds remaining on your account, and any new amounts added to your account by logging into your account at the UWC UCard website.

Disputes about Purchases

1. Purchases using your UCard are like cash and as such, cannot be disputed in the same manner as credit or charge card transactions.
2. If you have a question about a particular transaction, the University will provide you with whatever information we may have regarding the matter.
3. Any disputes about the nature or quality of goods or services purchased with the card need to be resolved by you with the establishment or sales location involved.

Lost or Stolen UCard

1. A lost or stolen UCard may be used by another party until you report that your UCard is lost or stolen.
2. You are financially responsible for any and all transactions by others against your UCard Account until your UCard is reported lost or stolen. You must suspend the use of the card through the UWC UCard website.

3. When you report an UCard lost or stolen, it is necessary for you to come to the CASE Desk with a valid government issued photo ID (Driver's License, State Identification Card, Passport or Military Identification Card) to obtain a replacement card and to "reactivate" your accounts. A \$5.00 card replacement fee will be assessed to you at that time.
4. A replacement card will be provided at no charge under the following circumstances:
 - a. Name change (must be verified in PRISM).
 - b. Change of university status (i.e., student to staff).
 - c. Defective card (at the discretion of CASE Associate).