

**Butler County General Health District
Refund Policy Statement
Policy 700-002-P was approved by the Board of Health on 12/15/2022**

POLICY:

All refunds and/or replacement vital records will be processed per the Butler County General Health District's Refund Policy and Procedures 700-002-P. A full copy will be provided upon request.

For Vital Records:

The Butler County General Health District (BCGHD) will issue a refund or replacement for birth or death records that were issued in error or contain an error. Refunds are issued via paper check unless the receipt and certificate are voided on the same day that the receipt is issued. The purchaser must return the original receipt and the original certificate with their refund or replacement request. **Requests for refunds of a vital record must be made within 3 months of the purchase date.**

BCGHD is not responsible for certificates once they are mailed. For VitalChek online orders or mail-in orders that are not received by the purchaser, the purchaser must contact the BCGHD **within 3 months** of the purchase date for a refund or replacement certificate.

All replacement certificates will be mailed via regular US Mail, unless picked up in-person. BCGHD will only provide one-time replacements. BCGHD does not have the capability to provide overnight mail service for replacement certificates. BCGHD does not receive shipping fees from VitalChek, therefore refunds for original shipping costs that were paid to VitalChek must be requested from VitalChek.

For all other refund requests:

The Butler County General Health District (BCGHD) will issue refunds for overpayments, duplicate payments, errors, and/or voided permits. Refunds are issued via paper check unless the error is voided the same day as the original receipt is issued. **(For same-day voids, the refund will be issued in the manner in which it was paid.)** Original receipts must be returned to BCGHD to be voided and a refund to be requested. Unused plumbing and/or septic installation permits will not be refunded, but can be transferred to another permit by the same contractor within the same calendar year.

All requests for refunds or replacement certificates must be approved by the Health Commissioner and/or the Chief Fiscal Officer prior to issue.