

# **CLEVELAND COUNTY BUILDING INSPECTIONS REVENUE AND REFUND POLICY**

## **PURPOSE AND SCOPE:**

This purpose of the Revenue and Refund Policy is to establish consistent guidelines for collection of revenue and to ensure the requests of refunds on fees paid are given proper consideration under established documentation. It is the policy of the Building Inspection Department to ensure that customer fees are accurately charged and refunds are given based on established guidelines.

## **GUIDELINES AND PROCEDURES:**

This procedure applies to all revenue and refunds of the Building Inspection Department.

1. All fees for Building Inspections services are collected and due when services are performed, customers are not permitted to charge or to be invoiced for services. Thus, no accounts receivable are established for services.
2. Payments methods are Cash, Checks (In-Person Only), Visa, MasterCard, Discover, and Money Orders.
3. A twenty-five (\$25) dollar charge is assessed on all returned checks.
4. Refund policy is as follows:
  - 4.1 Refunds are only given to a maximum of fifty (50%) of total fees paid once any inspection has been performed related to the project.
  - 4.2 Homeowner Recovery Fee is non-refundable
  - 4.3 All Refund determination is based on the discretion of the Building Code Administrator if requested after an inspection has been performed related to the project.

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