

# Hope Scholarship Program

## TheoPay Order Returns Process

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### 1. Introduction

This document outlines the official TheoPay Order Returns Process for parents and guardians participating in the Hope Scholarship Program. It details the actions families should take, as well as the guiding procedures that govern the TheoPay Order Returns Process. Our goal is to provide an efficient and user-friendly returns experience for all participating Hope families.

### 2. TheoPay Order Returns Process Overview

The following overview represents the major steps in the TheoPay Order Returns Process:

1. Vendor Return Policies
2. Return Initiation
3. Hope Engagement Center Return Processing
4. Return Shipping Labels
5. Refund Processing of Scholarship Funds

Each of these steps is detailed in the subsequent sections of this document.

## 3. TheoPay Order Returns Process

### 3.1 Vendor Return Policies

All returns under the Hope Scholarship Program are subject to the return policies of the vendor from which the returned item was originally purchased. This includes the timeframe to complete a return as well as any restocking fees or other charges for returns processed after the eligible period. **If the vendor will not permit the return of a specific TheoPay item under the vendor's return policy, the Hope Scholarship student will not be able to receive a refund for the item.**

Student First Technologies will provide support in sharing vendor-specific return policy information on the Hope Scholarship website. Student First Technologies has a centralized database of vendor return policies and updates it regularly. Please note: the vendor return policy available directly from the vendor (e.g. from the vendor's website) controls if there is a discrepancy between what Student First Technologies has provided.

### 3.2 Return Initiation

To initiate a return, parents/guardians **MUST** complete the [TheoPay Product Return Request Form](#), available on the Hope Scholarship Program website in the Parents/Guardians section. **DO NOT INITIATE A RETURN ON YOUR OWN WITH A VENDOR WITHOUT GOING THROUGH THE REQUIRED LINK.** This form captures all necessary information for Student First Technologies to process the return request. **Parents are encouraged to complete this form as quickly as possible after the receipt of the item so that Student First Technologies can initiate the return within the specific vendor's return window.** Failure to promptly request a return may jeopardize the ability to meet the vendor's return policy and receive a refund for the purchase.

### 3.3 Hope Engagement Center Return Processing

The Hope Engagement Center processes return requests on a continuous basis. Submissions from the TheoPay Product Return Request Form are securely stored and systematically processed by the fulfillment team.

For each approved return request, the Hope Engagement Center will:

1. Review the original TheoPay order
2. Reference the vendor's product return policy
3. Generate a digital return shipping label
4. Email the return shipping label to the requesting family with relevant instructions

If a specific vendor does not generate a return shipping label as part of their standard return process, Student First Technologies will use a reliable third-party shipping partner to generate prepaid return shipping labels. Labels will be delivered in digital format via email in one of the following image file formats: JPG, PNG, or PDF.

### **3.4 Return Shipping Labels**

Parents/guardians must utilize the return shipping label provided by Student First Technologies immediately upon receipt to ensure that the materials are returned within the vendor's return policy window. The family must securely package the item(s) being returned, attach the return shipping label to the package, and deliver the package to the designated shipping provider. Vendor return windows vary and it is the parent/guardian's responsibility to ensure that the item(s) are delivered to the shipping provider in sufficient time to meet the vendor's requirements. Failure to promptly utilize a return shipping label may jeopardize the ability to meet the vendor's return policy timeline and receive a refund for the purchase.

If a family experiences difficulties during the process, they should contact the Hope Engagement Center at 681-999-HOPE (4673).

### **3.5 Refund Processing of Scholarship Funds**

Student First Technologies will monitor and ensure that funds from returns are properly credited to the appropriate student's digital wallet. The timeline for processing refunds may vary depending on the vendor's policies and procedures.

On a weekly basis, Student First Technologies will actively monitor receipt of refunds for TheoPay Orders. The Hope Engagement Center, as Student First Technology's partner, will also have visibility into the receipt of refunds. This allows the Engagement Center to notify families when TheoPay Order Return refunds have been received, processed, and credited to

appropriate Hope Scholarship student accounts. The WV State Treasurer's Office will be provided monthly Product Return reports to monitor this reconciliation process.

## **4. Shipping Cost Eligibility**

Shipping costs related to the purchase of qualified educational materials are considered part of the cost of the qualified item. This includes the cost of return shipping. However, packaging materials and supplies are the responsibility of the parent/guardian. The cost of the return shipping, with some variation depending on vendor processes and rules, will be deducted from the total dollar amount of the refund to be returned to the Hope Scholarship student account.

## **5. Process Updates**

The TheoPay Product Return process may be updated at any time as needed to improve efficiency. Any significant change will be communicated through this policy and the Hope Scholarship Newsletter.

## **6. TheoPay Product Returns Support**

For assistance with any aspect of the TheoPay Order Returns Process, parents/guardians can contact the Engagement Center via email at [help@hopescholarshipwv.com](mailto:help@hopescholarshipwv.com) or by phone at (681)-999-HOPE (4673).