



## UNITED STATES MARINE CORPS

MARINE CORPS BASE HAWAII  
BOX 63002  
KANEHOE BAY HAWAII 96863-3002

MCBHO 4410.2D  
MCCS  
19 Dec 23

### MARINE CORPS BASE HAWAII ORDER 4410.2D

From: Commanding Officer  
To: Distribution List

Subj: REFUNDS TO PATRONS FOR MONEY LOST IN VENDING MACHINES

Ref: (a) MCO 1700.30

Encl: (1) MCCS Refund-Exchange-Overruling Slip MCCS 418 (rev 12-20)

1. Situation. To promulgate the Marine Corps Base Hawaii (MCBH) policy regarding vending machine refunds and to provide all activity Managers with instructions for the issuing of refunds to patrons.

2. Cancellation. MCBHO 4410.2C.

3. Mission

a. The reference states that the Retail Policy is "SATISFACTION GUARANTEED." Marine Corps Community Services (MCCS) management is responsible for ensuring customer satisfaction. One of the best ways in which to accomplish this is by providing a convenient place for customers to obtain a prompt refund for money lost in any vending machine owned or contracted by MCCS.

b. A fair refund policy is also a strong deterrent of vandalism resulting from machine malfunction.

c. Therefore, it is the policy of the Base that refunds for money lost in vending machines, may be obtained by patrons, from any MCCS Retail activity. Signs or decals stating this policy will be placed on all such vending machines.

d. It is not the intent of this Order to permit abuse, therefore, the following restrictions apply.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

(1) Refunds will be made at all MCCS Retail activities for machines located in barracks/common areas. Refunds will not be issued by any MCCS activity for machines located outside MCBH and Camp H. M. Smith.

(2) Refunds will also be made for Laundromat facilities on board MCBH at building 1255, Car Wash facilities at building 6648, and Ice/Water vending machines at the Marine Marts.

e. Refunds will also be issued for cash purchases only. Credit card purchases are immediately voided if product is not dispensed from the machine.

#### 4. Execution

a. When a patron requests a refund, the activity Manager or designated representative will:

(1) Prepare a single copy of the MCCS Refund-Exchange-Overruling Slip (MCCS 418), enclosure (1). All information must be entered per the instructions.

(2) Contact the Services Manager at (808) 594-8219 to report a machine malfunction, as soon as possible.

b. The original refund slip, enclosure (1), will be retained as a part of the activity change fund.

#### 5. Administration and Logistics

a. The MCBH point of contact regarding information and procedures is the Services Manager, who can be reached at (808) 594-8219.

b. This Order may be accessed online via the MCBH SharePoint site at <https://eis.usmc.mil/sites/mcbhmpa/Adjutant/Base/20Directives/20and/20Policies/Forms/MCBH/20Forms.aspx>.

c. Records created as a result of this Order shall be managed according to the National Archives and Records Administration approved dispositions, in accordance with SECNAV M-5210.1 and SECNAV Notice 5210 to ensure proper maintenance, use, and accessibility and preservation, regardless of format or medium.

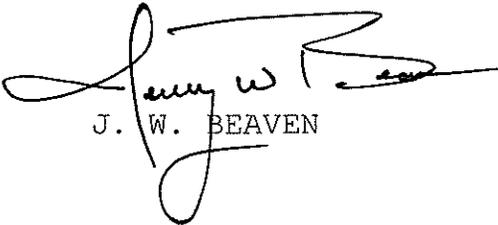
**19 DEC 23**

d. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities will be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII will be per the Privacy Act of 1974, as amended (5 U.S.C. 552a) and implemented per SECNAVINST 5211.5F.

6. Command and Signal

a. Command. This Order is applicable to MCBH, tenant commands and Camp H. M. Smith.

b. Signal. This Order is effective the date signed.



J. W. BEAVEN

DISTRIBUTION: A

MCCS REFUND-EXCHANGE-OVERRING SLIP



Refund-Exchange-Overring Slip

Vending Machine Location: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

REFUND       EXCHANGE       OVERRING

Qty	Item(s)	U.S.P.		T.S.P.	
TOTAL					

Explanation for Overring: \_\_\_\_\_

\_\_\_\_\_

Register No: \_\_\_\_\_ Cashier: \_\_\_\_\_

Date: \_\_\_\_\_ Approved: \_\_\_\_\_

Exchange/Refund

Received by: \_\_\_\_\_

Patron Signature