

Refund Policy for Transit Passes

Effective January 1, 2022:

Fixed-Route Fares:

Unused transit passes will only be refunded within 30 days of purchase date with original proof of purchase. No refunds will be given for partial use of 31-day, 10-ride, or one-day passes. No refunds will be given for the \$3.00 purchase of a bus pass smart card. MET Transit is not responsible for lost or damaged cards due to misuse.

You may transfer stored value from an expired, deactivated, or lost pass to a new Umo smart card or mobile account if the account has been registered at the umopass.com website.

Paratransit Clients:

Refunds on stored balances will only be issued in the event of death or by written request with proof of address change outside of the designated service area.

In the event of death, a refund may be requested in writing from the executor of the deceased's estate; proof of this qualification will be required.