

## **LA County Sheriff's Department Credit Card Payment Terms and Conditions**

These Credit Card Payment Terms and Conditions (Payment Terms) constitute a contract between you and the Los Angeles County Sheriff's Department (LASD). All payments to LASD using the in-person Point-of-Sale (POS) terminals are subject to these Payment Terms. Please read them carefully.

If you make a payment using the POS terminal you are accepting all of the Payment Terms.

The POS terminals use Fidelity Information Services (FIS) to process your credit card transaction.

### **LASD accepts the following cards:**

- American Express
- Discover
- MasterCard
- Visa

### **You warrant that:**

- You are 18 years of age or over.
- You have the appropriate authority to validly accept the Payment Terms and are able to and will meet your obligations in relation to these Payment Terms.
- You have the legal right and authority to use the credit card you submitted for payment.
- You will pay the credit card issuer all charges incurred in connection with these credit card payment services, including a charge of 2.22% of the total cost as convenience fee.
- The information you supplied is true and correct.

When you complete the in-person payment, funds will be deducted from your credit card in USD currency. All payments are debited to *LA Co Sheriff Svs*. Due to the way transactions are processed by the external banking sites, there may be delays of 1-3 days in updating your payment in LASD's records.

**Credit card payments are secure and confidential. LASD does not keep or use your personal information as public information.**

- Payments will be processed directly by FIS using Secure Sockets Layer (SSL) technology.

- Credit card numbers are encrypted when transmitted over the Internet.
- LASD does not store your credit card details.

**Confirmation:**

- If successful, you will receive a confirmation notice of your completed payment.
- If unsuccessful, you will be advised that your payment has failed. LASD will not be advised why a payment has failed; therefore, you should contact your credit card provider for details.
- If your payment fails, please use another form of payment as mentioned by the cashier to pay your fees. Please arrange an alternative payment method promptly to ensure LASD's fee/service.
- LASD will confirm your payment details by issuing a receipt for approved payment.

**Refund Policy:**

To request a refund, please contact the payment location where the credit card was processed. You will need to complete a Refund Request Form, which will be reviewed for approval by the Supervisor on duty. If approved, a refund will be charged back to your credit card for the amount of the refund, including the convenience fee of 2.22% of that amount. If LASD is unable to charge the refund back to the same credit card used, you will be issued a manual warrant (check) via mail.

By using LASD's POS credit card services you accept and consent to your personal data being provided to FIS as the service provider for the sole purpose of offering and administering the payment. We respect the privacy of every individual who uses our credit card services. The LASD's payment locations have security measures in place to protect the loss, misuse and alteration of the information under our control. LASD's Payment Terms are for credit card payments and are subject to change at any time. Each transaction shall be subject to the specific Payment Terms that were in place at the time of the transaction. If you have any questions or concerns, please contact support by email at the [helpdeskforstationregister@lasd.org](mailto:helpdeskforstationregister@lasd.org) or by telephone at +1.213.229.3297/+1.213.229.3241.

**Important security note:** Never transmit credit card information by e-mail.