Vending Machine Refunds

Refunds for unsuccessful purchases are issued by the vendor. The refund process is built around the QR codes located on every vending machine. Each QR code is unique to the machine. Once the QR code is scanned, the machine location will display on the top left-hand side of the page. Follow the instructions below to obtain a refund:

1. Scan the QR code and click the link.
2. Select "Need a Refund."
3. Choose a concern in the drop-down menu.
4. Enter the following data in the appropriate fields:
   a. Refund amount,
   b. Name,
   c. Email address,
   d. Phone number, and
   e. Additional details in the text box at the bottom, as needed.
5. Click "Save and Exit" at the bottom of the screen.

For more information or assistance, email connect@canteen.com. If a response is not received from Canteen, email rphillips@collin.edu. Be sure to include in your email all of the details regarding the refund needed and your contact information.