

Terms and Conditions

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Introduced in 1999, our golden anniversary year, the CSULB ID Card promises to continue the University's golden tradition of service by providing convenient access to a variety of campus activities and services. Listed below are the terms and conditions governing the usage of your new CSULB ID Card.

1. **THE CARD:** You must present your Card in order to purchase products or services. The Card is the property of California State University, Long Beach, and is non-transferable.
2. **LOST, STOLEN, OR DAMAGED CARDS:** You agree to immediately report a lost or stolen Card in person at the ID Card Office or by telephoning (562) 985-7388. After business hours, leave a phone message with your name and Social Security number along with a brief description of the circumstances. Your message will be logged with the date and time. You may be responsible for all usage of your Card prior to reporting its loss or theft to the CSULB ID Card Services Office. We will not reactivate a Card reported lost or stolen if it is recovered. You must come to the Office during business hours to obtain a replacement card. We will charge the current fee for replacing lost, stolen or damaged cards.
3. **THE BeachClub DEBIT ACCOUNT:** This account is a record of your money deposited with us and available to you for purchasing products and services wherever the Card is accepted. You do not earn interest, you may not use the Card as a credit card, you may not obtain cash, and you may not transfer your account. Your account will be activated when you make your first deposit of U.S. \$1 Dollar or more. You may add additional funds to your account at any time in the amount of U.S. \$1 or more. You may make a check, money order or credit card deposit in person or by mail at the CSULB ID Card Services Office, or by depositing cash into one of the Value Transfer Stations (VTS). No change is given from a VTS. Check, credit card or money order deposits received by mail will be credited to your account by the close of the business day following receipt. Deposits made on-line, at any VTS, or in the Card Office will be available immediately in your account.
 - a. **FEES:** There are no transaction charges. If you present a check for payment or deposit, and the check is subsequently returned for any reason, your Account will be deactivated and we will charge a \$20 dollar returned check fee. Your account may be reactivated upon restitution; however, you will lose check privileges. We will charge the current fee for replacing lost, stolen or damaged cards (see below) and a \$25 dollar fee for refunded balances (see below).
 - b. **REFUNDS AND RETURNS:** Merchants may accept purchase returns in accordance with the refund policy in effect at the place of purchase of the products or services. We will credit returns to your Account; no cash refunds will be given.
 - c. **ACCOUNT CLOSURE:** Your Beach Club Account will be closed when you cease to be a student or employee of CSULB. Retired employees may apply for an Emeritus Card. A \$25 dollar fee will be charged for refunded balances. Refunds will not be issued for Account balances of \$25 dollars or less in value. Exiting students and employees may close their Beach Club Account at any time by completing the required form at the ID Card Services Office. Any refund will be paid by check and will be mailed within two weeks of notification. Beach Club Accounts that have been inactive for over 12 months will be subject to the account closure terms above.
 - d. **RECEIPTS AND STATEMENTS:** Most point-of-sale terminals are equipped to provide a receipt for each transaction. It is your responsibility to ensure that the receipt is correct. A Beach Club Account statement listing recent transactions will be generated upon your personal request at the ID Card Services Office or is available on-line at our website - beachid.com.

- e. **ERROR RESOLUTION:** If you suspect an error on a receipt or Beach Club Account Statement, or if you would like more information about a specific transaction, you may contact the Card Office by telephone at (562) 985-7388 or by mail at 6049 E. 7th St., Long Beach, CA 90840. You must contact us within (30) days of the transaction(s) in question. Failure to request error resolution in a timely manner could result in the inability to resolve an alleged error. When making a request for an adjustment to your Beach Club Account, you must furnish the following information: (1) your name and Social Security Number; (2) a description of the transaction in question and an explanation of why you believe there is an error; and (3) a copy of any transaction receipt. The ID Card Office will complete its investigation of your claim within (10) business days. If an error is found, we will make the necessary adjustments to your Beach Club Account, and our liability is limited to the amount of the error. If no error is found, we will provide you with a written explanation within (3) business days of the conclusion of our investigation. You may request copies of documents used to support our decision.
4. **DISCLOSURE:** We will disclose information about your Account to third parties for only the following reasons: (1) in order to complete a transaction requested by you; (2) in order to comply with a court order; (3) to fulfill a lawful University department or program request; (4) in conjunction with all other cardholder accounts in the aggregate but not specific in regard to your account; or (5) with your written permission.
5. **CHANGES IN TERMS AND CONDITIONS:** The terms and conditions of this Agreement are effective and remain binding until the Cardholder is otherwise notified. If any changes are made to the terms and conditions, the ID Card Office will provide the Cardholder with notice of change(s) at least twenty-one (21) days in advance of the effective date by posting changes on our website at beachid.com. Prior notice need not be given where immediate change in terms and conditions is necessary to maintain or restore the security of the Account.
6. **GOVERNING LAW:** This Agreement will be governed by and construed in accordance with the laws of the State of California.