

REFUND FORM



HOW TO OBTAIN A REFUND FOR THE NEW CARD AND FOR THE FARES REMAINING ON THE EXPIRED CARD ?

— Complete the form here below by filling out all the required informations.

— Send in:

- Your expired OPUS card
- The original purchase receipt for the new card (it will be returned to you by mail to the address below)
- This form duly completed

— Forward all documents to the following address: [STL / cartes OPUS](#)
2250, avenue Francis-Hughes, Laval (Québec) H7S 2C3

— Allow 6 to 8 weeks to process your request.

— The refund cannot be processed if the form is incomplete or if a document is missing.

COMPLETE IN BLOCK LETTERS

Last name

First name

Address

City

Postal Code

Once, your application is processed successfully, YOUR REFUND WILL INCLUDE:

The \$6.00 purchase price of the new card will be refunded in the form of:
two trips, valid within the regular transit network, loaded onto an occasional smart card.

Remaining fares on your expired card will be loaded onto the occasional smart card.

Please note that postage fees will not be refunded.

If you have any questions, don't hesitate to check our website
or contact our Customer Contact Centre at 450 688-6520.