



**MOBILE TICKET REFUND REQUEST**  
For SMART Mobile Ticket Purchases Only

**SMART Train Refund Policy**

---

**SMART Fares are non-refundable.** However, in extenuating circumstances a refund review can be requested. A replacement ticket may be issued in place of a refund. For fares purchased through the SMART Mobile Ticket App, please complete and submit the form below. **Requests for refunds through Clipper must be submitted through Clipper customer service.**

Request your refund from SMART by submitting this form to [customerservice@sonomamarintrain.org](mailto:customerservice@sonomamarintrain.org) or via U.S. mail at the address below.

---

**Instructions:**

1. Fill out this form completely. Incomplete requests will not be processed.
2. Attach all fare documentation, including any additional fares purchased because of an error, along with the corresponding receipts.
3. E-Mail or mail the completed form within 10 days from the date of purchase.

**Customer Information**

---

Name: \_\_\_\_\_ Name on Card \*(if different): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

E-mail\*: \_\_\_\_\_ Day phone \*(with area code): \_\_\_\_\_

**Fare Type Information**

---

Amount and Reason  
for request\*:

Ticket Amount \*:

Fare/Ticket type\*: \_\_\_\_\_ from Station: \_\_\_\_\_ to Station: \_\_\_\_\_

Date & Time\* of Activation or Purchase: \_\_\_\_\_

---

**Payment Information\*:**

American Express      Discover      MasterCard      Visa  
Card no. last 4 digits: \_\_\_\_\_ Expiration: \_\_\_\_\_

---

**\* Required Information**

Email Address: [customerservice@sonomamarintrain.org](mailto:customerservice@sonomamarintrain.org)

SMART billing• 5401 Old Redwood Hwy • Suite 200 • Petaluma, CA 94954 • 707.794.3330