

Mountie Bounty Debit Regulations

Upon your initial deposit, Mountaineer Card Services will establish an electronic account balance in your name and validate your Mountaineer Card for use in electronic readers. You may then use these funds (known as Mountie Bounty) for purchases wherever the Mountaineer Card is honored. Damaged or broken cards will prohibit purchases.

The cardholder is responsible for safeguarding his/her card. Should the card become lost or misplaced accidentally, by theft, or for any other reason, log on to [MyMountaineerCard](#) to deactivate your card. The cardholder assumes responsibility for purchases made against his/her account prior to notifying Mountaineer Card Services or deactivating their card. Only the balance at the time the card is reported missing and invalidated can be protected.

Once Mountaineer Card Services has been notified about a lost or stolen card, the account will be deactivated until the rightful owner has the card reactivated. Mountaineer Card Services can reactivate a card once it is reported as lost or stolen, or the cardholder can reactivate it via [MyMountaineerCard](#).

Refunds are available only to students who graduate, officially withdraw, or are no longer enrolled at WVU. Request a refund using the [Mountaineer Card Charges & Refunds](#) service page. Please allow up to 30 days for the refund to be initiated, at which time the balance will be verified and your request forwarded to the cashier's office to process. The refund will be processed via ACH if you have set up your [eRefund](#) account with TMS. Refunds by check will be sent to the local mailing address you have on file. Cash withdrawals and cash refunds are not permitted.

A \$10.00 account processing fee will be assessed if your Mountie Bounty balance is greater than \$10.00 and has been inactive for one year. Any balances \$10.00 or less will be reduced to \$0.00. To ensure you don't lose access to your remaining Mountie Bounty, check your balance and either spend those funds or request a refund:

1. Sign in to [MyMountaineerCard](#) with your WVU username and password.
2. View your balance from the main page.
3. If you have a balance, you can either spend it at [participating locations](#) or [request a refund](#).

The cardholder is responsible for all spending on his/her Mountie Bounty account. ITS reserves the right to assess a recovery charge against any account that produces a returned item for Mountie Bounty purchases the university deems valid, whether as the result of insufficient funds or customer dispute. The recovery charge amount may not exceed the amount of the returned item. The recovery charge also may be assessed against the cardholder's WVU billing account and may result in a financial hold if not paid when due.

The cardholder agrees to abide by all rules, regulations, policies, and procedures specified by the Mountaineer Card debit program. Card use may be suspended if the cardholder violates any rules, regulations, policies, and/or procedures or breaches, in any way, any term or condition of this agreement. Future changes in terms and conditions regulating use of this card will apply to all cards in circulation and in-use at that time and will supersede the terms and conditions in effect at the time the card was acquired.