

UT Warehousing/Surplus Property

Refund Policy

The University of Tennessee Warehousing/Surplus Property department returns funds to those individuals, organizations, companies, and institutions who bid on UT's online auction site, GovDeals auction site, and payments made at public auctions. The Department may also accommodate refunds to those non-profit/charitable organizations authorized by General Services Administration to participate in UT's Surplus Property program. Reasons for refund include, but are not limited to:

- Duplicate payments
- Product defects
- Cancellations
- Other reasons determined by management to be fiscally responsible, and in the best interest of the University.

Privacy Statement

The Warehousing/Surplus Property department does not share or sell any information collected. Information collected is used strictly for University-related purposes and processing payments for clients and customers, which may include staff, students, faculty, and other customers. Information is never released unless mandated by law, policies, or other legal directives.

The University of Tennessee Warehousing/Surplus Property department on-line credit card payment website is provided by the University's Office of Information Technology and is designed to facilitate payments for surplus property purchased through an on-line auction process, public auctions, or authorized transfers. Warehousing/Surplus Property department has taken all reasonable precautions to secure the personal information available through this website. This online payment site is password protected to restrict access to personal information to registered University employees, who are bound by confidentiality obligations, and may be subject to disciplinary actions if they fail to meet these obligations. Although these precautions should effectively protect any personal information available through the website from abuse or outside interference, a certain degree of privacy risk is faced any time information is shared over the internet.