

LIVGOV.COM - ONLINE SERVICES POLICY

CONVENIENCE FEES

Convenience Fees are charged according to the current rate schedule (see below) and are used to cover the costs associated with the processing of credit cards, as well as to help offset Livingston County's infrastructure, development and ongoing operational costs of providing internet access to livgov.com Online Services.

PAYMENT AMOUNT	ENHANCED ACCESS FEE
\$0.00 to \$49.99	\$2.50 flat rate per order
\$50.00 to \$99.99	\$4.00 flat rate per order
\$100.00 to \$199.99	\$5.50 flat rate per order
\$200.00 to \$299.99	\$8.25 flat rate per order
\$300.00 to \$399.99	\$11.00 flat rate per order
\$400.00 to \$499.99	\$13.75 flat rate per order
\$500.00 to \$599.99	\$16.50 flat rate per order
\$600.00 to \$699.99	\$19.25 flat rate per order
\$700.00 to \$799.99	\$22.00 flat rate per order
\$800.00 to \$899.99	\$24.75 flat rate per order
\$900.00 to \$999.99	\$27.50 flat rate per order
\$1,000.00 and over	2.75 percent of order
Pay via Electronic Check	\$2.50 flat rate per order

ORDER FULFILLMENT

Depending on the type of service requested, your Livgov.com service order will be processed online or through traditional methods of fulfillment.

Online Fulfillment: The order is processed and presented in a digital medium to the user online through the Internet.

Traditional Fulfillment: The order is processed based on the user's online request; however, the output is in a non-digital medium which will be mailed to the user within a specified number of business days.

For example, an order request for LETS bus tokens is processed and purchased online. The request is forwarded to the LETS office, who returns the ordered tokens via the requested deliver method.

PRIVACY POLICY

Any user email address provided when requesting a service order through Livgov.com will only be used to: 1) process an order; 2) provide an order confirmation to the user; or 3) provide user support services by the Livgov.com Help Desk. User email addresses will not be sold or disclosed to third parties, nor will they be used to market other Livgov.com online services.

Please see the [Livgov.com Online Privacy Policy](#) for the full policy text.

REFUND POLICY

Any purchase made by a user from Livingston County via Livgov.com is NON-REFUNDABLE, in whole or in part, unless specifically noted otherwise on the website.

If you have questions or are having trouble accessing the information that you purchased through Livgov.com, please contact the Livgov.com Help Desk.



ADOPTED: MAY 6, 2013
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