

**City of Kingsport**  
**Click2Gov**  
**Refund Policy**

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Payments are applied directly to your account with the City of Kingsport. Any overpayments made to an account are generally applied as a credit to your account and are not normally refunded. Refunds for payments made in error are available upon written request by the account holder. Payments made by credit card, debit card or by EFT / ACH, may be refunded in the same manner as payment was made. Payments made by cash or check may be refunded by check issued by the City of Kingsport.

**Contacting Us**

If there are any questions regarding this refund policy you may contact us using the information below.

**City of Kingsport**  
**Customer Service Center**  
**415 Broad Street**  
**Kingsport, TN 37660**

**Phone: (423) 343-9860**