



Click2Gov Online Refund Policy

City of Kingsport

Refund Policy

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 the 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 the payment was made.

Payments made by cash or check may be refunded by a check issued by the City of Kingsport.

Contact Information

If you have any questions regarding this refund policy, please contact us using the information below.

City of Kingsport

Customer Service Center

415 Broad Street

Kingsport, TN 37660

Phone: (423) 343-9860