



DAMAGED OR DEMAGNETISED TICKETS

Keep your tickets safe

Make sure you handle your ticket carefully. Use a ticket protector to store your ticket to prevent it from getting dirty or bent. Keep the ticket away from magnets (including mobile phones and wallets with a magnetic closure), hot irons, water and washing machines! If your ticket doesn't work, BART will fix it for you by either exchanging the ticket for another Student ticket or by refunding the remaining cash value to you in the form of a check.

Exchange

Damaged or demagnetized tickets can be replaced immediately at

BART's Customer Service Center located at the Lake Merritt BART Station.

The Service Center is open weekdays, 7:30 am to 5:00 pm. It is accessible without exiting the ticket barriers.

If the ticket has been used, student will need to pay the value of the amount used (discounted by 50%) and receive a full value new ticket.

Refund

Bring the used demagnetized or damaged ticket to any BART station agent and fill out a Claim Form. A refund will be sent to the address listed on the Claim Form.