

Vending Machine Product Refunds

Examples of simple refund issues include products not dispensed, expired products, or incorrect change received.

How to Request a Refund:

1. Send an email to GetHelp@canteenone.com or call 1-800-747-8363 or scan the QR code on the vending machine.
2. Provide the following details:
 - Site address
 - Contact information
 - Machine location
 - Refund amount
3. Refunds are issued through **Venmo**, **PayPal**, or **eCheck** for your convenience.

Facility Transfer Visitor Card Refunds

If you need to transfer outside of your operator's service area listed on the Visitor Card, please send the physical card to the operator's address to receive an electronic refund for the remaining balance.

Required Information:

- Name and contact information (phone, email)
- Card balance
- Return address
- Facility name

Operator Addresses:

Please address the envelope to the Operator Name with Attention: Prison Card Refund

- **Canteen – Coley:** 1221 James P Cole Blvd, Flint, MI 48503
 - Bellamy Correctional
 - Thumb Correctional
 - Saginaw Correctional
 - Carson City Correctional
 - Central Michigan Correctional
 - Saint Louis Correctional

- **Canteen – Continental:** 7850 Haggerty Rd, Van Buren Charter Township, MI 48111
 - Green Oaks Training Academy
 - Woodland Center Correctional
 - Parnall Correctional
 - Charles Egeler Correctional
 - Macomb Correctional
 - Gus Harrison Correctional
 - Women's Huron Valley
 - G Robert Cotton Correctional
 - Cooper Street Correctional
 - Lakeland Correctional
- **Canteen Corporate:** 5695 West River Dr NE, Belmont, MI 49306
 - Richard A Handlon Correctional
 - Ionia Correctional
 - Earnst Brooks Correctional
 - Muskegon Correctional
- **Lange Vending:** 4786 W North Down River Rd, Grayling, MI 49738
 - Chippewa Correctional
 - Kinross Correctional
 - Oaks Correctional
 - Camp Grayling
- **Be's Refreshments:** 3330 S Ridge Rd, Green Bay, WI 54304
 - Newberry Correctional
 - Alger Correctional
 - Marquette Branch Prison

*Ensure all required information is included to avoid delays in processing your refund.

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