



SNAP and Nutrition Incentive Refund Policy At Farmers Markets Using Fresh Access Bucks (FAB) Tokens

Can I return SNAP tokens?

If you would like to return unused Supplemental Nutrition Assistance Program (SNAP) tokens and have the value credited back to your SNAP/EBT card, you can do so, as long as:

1. You have your printed or digital (text or email) receipt.
2. You return the SNAP tokens to the same market that distributed them.
3. You request the refund on the same day you made the SNAP purchase at that market.
4. Your requested refund amount is equal to, or less than, the original purchase.

These rules are common amongst Electronic Benefits Transfer (EBT) processing companies and apply because the return must be completed on the same point-of-sale device as the original purchase was made, and the return must be completed in the same “batch” as the purchase transaction. You should confirm with your EBT processing company under what conditions you are able to make SNAP EBT refunds.

If I return SNAP tokens, what happens to the Fresh Access Bucks (FAB) tokens I earned when I made the SNAP purchase?

FAB helps people bring home fresh, affordable fruits and vegetables while supporting Florida’s farmers and enhancing local economies.

If you are returning unspent SNAP tokens, we expect that you also return an equal value of FAB tokens.

If you request a SNAP return after spending all your FAB tokens, that does not help us accomplish the purpose of the project, and we will ask you not to do this again.

1. **If this happens once or twice**, the market manager will review the refund policy with you and request that on all future SNAP returns you also return an equal value of unspent FAB tokens.
2. **If it happens more than twice**, you will become ineligible to receive FAB from this market. *You are always eligible to use your SNAP/EBT card at the market, even if you are no longer eligible to receive FAB tokens from that market.*

If you wish to dispute this policy or have additional questions, please reach out to the Fresh Access Bucks Program at info@freshaccessbucks.com.