

# **Lost and Found Policy 2021-2022**

The Lory Student Center's lost and found is operated by the Campus Information Desk on the south side of the second floor. Valuable items (such as wallets) are turned over to the CSUPD after a week of being held at Campus Information; all other non-valuable items not claimed after a month, will be donated.

## ***What does our lost and found accept?***

We take items that are left in the Lory Student Center, Plaza, and Sutherland Community Garden.

## ***What do we not accept?***

We will not accept items found in other buildings, classrooms, or areas outside the locations that are mentioned above. Additionally, we do not accept items that are found on the Transfort busses, unless the item has a RamCard (student ID) with it. We ask that you turn in items that you find in other buildings and classrooms to their designated lost and found. If you find items on the ground outside the Lory Student Center perimeters, we ask that you turn them in to CSUPD's lost and found. If you are not sure of where your item should be turned in, we ask that you turn it in to the CSUPD.

## ***Valuables***

Phones, computers, tablets, flash drives, wallets, keys, individual bank cards, government identification, cash, check, other forms of payment are stored in a secure location. All except phones and computers are turned over to the CSUPD after a week. Our lost and found holds phones, computers, and tablets for a month before turning them over to CSUPD.

## ***How do I inquire about a missing item?***

Use the Chargerback lost and found link on the Lory Student Center Website. You should expect a response back to your inquiry in 1-2 business days Monday through Friday.

## ***How do I retrieve my lost item?***

After you receive a response stating that your lost item is in our custody, we will send you a follow up link to set up a time for pickup.