

Disclosures to Customers

By authorizing payment to the Nevada State Controller's Office through the online payment service, you are agreeing to the terms and conditions listed below. The Nevada State Controller's Office reserves the rights to amend these terms and conditions at any time without prior notice. It is the responsibility of the account holder to read the terms and conditions before making an online payment.

- Payments made through the online payment service may only be made by E-Check, Debit or Credit Card.
- Debt or Credit Card online payments will be charged a non-refundable card payment processing fee will be charged by our payment processor Wells Fargo Merchant Services, L.L.C. and Wells Fargo Bank, N.A. (collectively, "Wells Fargo").
 - The non-refundable card payment processing fee is 1.85% of the applicable transaction amount.
- The account holder agrees that the E-Check, Debt or Credit Card information submitted for payment is correct and accurate. The account holder shall not use E-Check, Debit or Credit Card that is not lawfully owned by him/her or the use of which is not authorized by the lawful owner thereof. The Card holder agrees and undertakes to provide the correct and valid E-Check, Debit or Credit Card information/data.
- The account holder agrees and confirms that when they initiate a payment transaction and or issue an online payment instruction and provides their E-Check, Debit or Credit Card:
 - The account holder is fully and lawfully entitled to use such E-Check, Debit or Credit Card for such transactions.
 - The account holder is responsible to ensure that the E-Check, Debit or Credit Card information/data provided is accurate.
 - The account holder authorizes the payment plus any applicable fees.
- It is recommended that the card holder print and retain a copy of the transaction for record keeping purposes, which can assist in resolution of any disputes that may arise out of usage of the online payment service.

Refund and Return Policy

- Debit or Credit card refunds may take up to five (5) business days to credit the card holder's account.
- If the Card holder disputes an unauthorized charge on the same business day of the original transaction it can be voided prior to close of business at 5:00 PM Pacific Time.
- If the card holder disputes an unauthorized charge any day following the credit card settlement, the refund/return may take five (5) to seven (7) business days to post to the payor's account.

Privacy Policy

The State of Nevada is committed to protecting the privacy of visitors to our websites. This policy defines the minimum online privacy requirements for State of Nevada executive branch organizations. Any executive branch organization may augment this policy with information that pertaining to services offered on their specific website.

- All payment details which are entered through the online payment service gateway are on a secured server. The information provided by the account holder using this website is not saved or stored on any server used by the Nevada State Controller's Office.
- The Nevada State Controller's Office website may be used to make a payment towards an outstanding debt that is owed to The State of Nevada, allowing the account holder the flexibility of paying their outstanding account by offering the option to pay online.
- The information provided by the account holder using this website is not saved or stored on any server used by the Nevada State Controller's Office.
- The Nevada State Controller's Office does not recommend/prefer/promote a payment method. It is the sole responsibility of the account holder to choose their method of payment (Cash, Check, E-Check, Money Order, Debit or Credit Card).

- The graphic and links contained in this website are provided on “As Is” and “As Available” by the Nevada State Controller’s Office. No warranty of any kind, implied, express or statutory shall be given, not be limited to the warranty of fitness for a particular purpose and freedom from computer virus is given in connection with the information and materials.

Email Disclaimer

Emails from the Nevada State Controller’s Office and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient of an email, you must not take any action based upon its contents, nor copy or forward it to another recipient. If you believe you have received an email in error, please contact the Nevada State Controller’s Office at:

Debt Collection Main Phone Number (775) 684-5783

Fax (775) 684-5604

Email: dcemail@controller.state.nv.us