

Policy: Refund of Permit Fees	Approval Date: 3/27/2019
Purpose: Standard process for refund of permits fees to customers	

LoadPass shall process all refunds for permits issued through the LoadPass system. The County may opt to have final approval of the refund. A County must provide written notice to LoadPass regarding the desire to have final approval of refunds.

Refunds may be issued for the following reasons:

1. State will not approve the route
 2. Incorrect information submitted
 3. Road closures after permit issued
 4. Technical system issues
 5. Location Changes
 6. Weekend Availability
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- To receive a refund the company must submit proof of the original permit and supporting documentation for the reason of a refund request.
 - Refunds must be requested prior to expiration date. A company may request for special consideration from the county in the event of the expiration date has passed.
 - A replacement permit number must be provided if applicable.
 - The county must provide supporting documentation if they deny a request for a refund.
 - A county that chooses to review and approve refund requests must provide written notice to the LoadPass Secretary on an annual basis.
 - A fee may be charged for the processing of the refund. The fee amount shall be approved and published on the permit fee schedule.