

Vehicle Licensing Guide

Refunds- Vehicle Products VLIC-4.705

Original Date: 11/01/1988

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POLICY	
Title: Refunds- Vehicle Products/fees	
Effective Date: 11/01/1988	Revision Date: N/A
Authority: Code of Virginia § 46.2-688 , DMV Policy	
<p>Policy: DMV will issue refunds for vehicle products or fees if the customer overpaid, was overcharged, charged in error, or did not use the product.</p> <p>The customer is required to:</p> <ul style="list-style-type: none">• provide proof that a refund is due.• return the product (if applicable).• provide a Social Security Number (SSN) or Employer Identification Number (EIN). <p>DMV will NOT issue refunds:</p> <ul style="list-style-type: none">• for amounts less than \$5.00 unless the customer submits a written request by mail to DMV headquarters.• if there is a Returned Check or Administrative stop on the customer record.	
Exception: N/A	

IRP REGISTRATION REFUND (Apportioned License Plates)

IRP refunds are processed by Motor Carrier Services (MCS), **not** CSC staff.

Customer Requirements:

1. Submit completed "Virginia International Registration Plan (IRP) Application" ([IRP 1](#)).
 - Application must include reason for the registration surrender.
2. Return plates and/or decals and cab card or check plate certification following guidelines on the IRP1.

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NON-IRP REGISTRATION REFUND (License Plates/Decals)

- DMV issues either full or partial registration refunds.
- To qualify for a refund of all fees (minus a \$5 processing fee), the refund request must be made prior to the beginning of the registration period.
 - A \$5 processing fee is not deducted from the customer's refund when refunded for the following reasons:
 - DMV administrative error (these may issued prior to the beginning of the registration period, or during depending on when the error is discovered),
 - Issuance of duplicate plates/decals, provided the duplicate plates/decals are returned unused in their original condition.
- Partial refunds are issued for refunds requested after the registration period begins, provided 6 months or more remain in the registration period. The system calculates partial refunds in 6-month time periods. This means there has to be at least 6-months of unused time remaining in the registration period to qualify for a refund and refunds are issued for each remaining 6-month period left in the registration. For instance (see [Partial Refunds Examples](#) table below).

NON-IRP REGISTRATION REFUND (License Plates/Decals) (continued)

Partial Refunds						
Refundable Portion After Registration Begins						
Months Remaining in Registration	After start date but less than 6 mo.	6 mo. or more but less than 12	12 mo. or more but less than 18	18 mo. or more but less than 24	24 mo. or more but less than 30	30 mo. or more but less than 36
Fees Refunded by System	No refund (Must have 6 or more months)	6 months prorated fees	12 months prorated fees	18 months prorated fees	24 months prorated fees	30 months prorated fees

- For one-year registrations, refunds requested after the registration period begins must have 6 months or more of unused time remaining in the registration period to qualify for a partial refund. The most a customer will receive for a one-year registration is a refund of fees prorated over 6 months, regardless if there are more than 6 months of unused time remaining to expiration. If less than 6-months remain, no refund is due.
- For multiple-year registrations, refunds requested after the registration period begins will equal what the customer paid for each 6-month period remaining in the multi-year registration. For a three year registration, with 19 months remaining at time of refund, the system calculates a refund of fees equivalent to 18 months, or 3 periods of 6-month each.
- One-time special plate fees paid at time of registration are prorated and refunded only when 6 or more months remain in the first year of registration. For multi-year registrations, no portion of the one-time special plate fee is refunded for the 2nd or 3rd year of the original registration.
- Discounts given for multi-year and online registration renewals no longer apply once a refund is requested. The discount given at time of registration is subtracted from the refund.
- Partial refunds are issued for the Highway Use Fee (HUF) when a registration refund is requested after the registration period begins, provided 6 months or more remain in the registration period. The system calculates partial refunds in 6-month time periods. (Refer to the Partial Refunds Examples Table listed above). To qualify for a full refund of HUF, the refund request must be made prior to the beginning of the registration period. (Refer to [DMV312](#) or [Mileage Choice Program](#))
- Permanent license plate fees are not refundable unless the plates were issued in error by DMV.
- Local Vehicle Registration (LVR) fees are pro-rated and refunded the same as other registration fees (refer to [VLIC-4.415](#)).

Customer Requirements

- Submit completed "Vehicle Registration Refund Application" ([FMS 210](#)).
- Submit proof a refund is due.
- Return plates, decal and/or registration card.
 - For a full registration refund, unused plates and decals MUST be returned.
- Provide SSN or EIN.

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PERMIT REFUND (Overload Permit/Trip Permit)

Overload permits and trip permits are **non-refundable** unless issued in error by DMV.

Customer Requirements

- Submit proof of DMV error.
- Return unused permit.
- Provide SSN or EIN.

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SALES AND USE TAX (SUT) REFUND

Types of SUT Refunds	
SUT was paid to DMV in error	SUT was already paid to another state
SUT was paid for the purchase of a used vehicle and subsequently returned to the seller ¹	SUT was paid by Disabled Veteran (or the spouse of a veteran) who qualifies for SUT exemption.

¹ Vehicles that qualify for Virginia's lemon law do not qualify for this refund. Refer to Lemon Law Vehicles ([VLIC-3.340](#)).

- SUT refunds are **not** processed by CSCs. These refunds are processed only by the [Titling Work Center](#). The customer or CSC must mail the refund request/documentation to:

Virginia DMV

Attn: Titling Work Center
P.O. Box 27412
Richmond, VA 23269-0001

- Dealers, purchasers, or their authorized agent may apply for this SUT refund.

Customer Requirements:

Refund of SUT Paid in Error, Paid by Veteran/Veteran's spouse, or When Already Paid to Another State

1. Submit "Application for Refund of Sales and Use Tax" ([SUT 2](#)),
2. Submit original Virginia Certificate of Title.
 - If there is an outstanding lien on the vehicle record, the customer must obtain a temporary release to allow for the title to print.
 - If the vehicle record contains an electronic lien, **and a title has not been printed**, no title is required.
3. Submit supporting documentation for the refund reason indicated on the [SUT 2](#) (See acceptable documents on [SUT 2](#)).

Refund of SUT Paid for Vehicle Returned to the Seller

1. Submit the completed and notarized "Application and Affidavit for Refund of Sales and Use Tax" ([SUT 2A](#)).
 - Applicant can submit their own notarized affidavit, but must still complete the [SUT 2A](#). Customers submitting their own affidavit are not required to check the boxes on the SUT 2A form or have it notarized.
2. Submit other supporting documentation showing the vehicle was returned to the seller.

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TITLE REFUND

If there is an outstanding lien on the vehicle title, the title fee cannot be refunded unless the transaction is voided and the original title is returned to DMV.

Customer Requirements

1. Return original Virginia Certificate of Title.
 - If there is an electronic lien on the vehicle title and a title has **not** been printed, the customer is not required to submit the vehicle title.
2. Provide proof a refund is due.
3. Provide SSN or EIN.

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UNINSURED MOTOR VEHICLE (UMV) REFUND

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IMPORTANT: Noncompliance fees paid for uninsured motor vehicles (UMV) (i.e. customer is convicted of operating an uninsured motor vehicle by the courts) are **not** refunded by CSCs. These are refunded only by the [Insurance Services Work Center](#).

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VIN PLATE REFUND

VIN Plates are only refunded if the VIN plate has not been used and the customer surrenders it.

1. Return unused VIN plate.
2. Provide proof a refund is due.
3. Provide SSN or EIN.

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FRONT COUNTER CSR

1. Inquire on the customer's record to verify his SSN or EIN.

IMPORTANT: Customers without a SSN or EIN are **not** eligible to receive refunds from DMV.
2. Verify the customer's address, and correct or change in accordance with [DLG-0601](#) (if required).
3. Use the table below to verify the customer has submitted required plates/decals/documents and identify CSR processing instructions.

Refund Type	Customer Submits	CSR Steps
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Refund Type	Customer Submits	CSR Steps	
IRP Registration Refund	<ul style="list-style-type: none"> • "Virginia International Registration Plan (IRP) Application" (IRP 1) • Proof of refund due • License plates • Decals/CAB Card 	<ol style="list-style-type: none"> Collect the customer's plates and surrender at the CSC. Scan the completed IRP 1 to Motor Carrier Services/IRP. <ul style="list-style-type: none"> • If the scanner is inoperable, fax the completed IRP 1 and plate surrender receipt to Motor Carrier Services/IRP. Advise the customer that they should receive the refund within 6-8 weeks. 	
Non-IRP Registration Refund	<ul style="list-style-type: none"> • "Application for Refund of Vehicle Registration" (FMS-210) • Proof of refund due • License plates and/or • Decals and/or • Registration card 	Full Refund <ol style="list-style-type: none"> Collect the customer's plate(s) and/or decals. Verify that the registration period has not yet begun. Process the plate surrender and refund in the system. (Refer to Non-IRP Registration Refund.) 	Partial Refund <ol style="list-style-type: none"> Collect the customer's plates and/or decals. Verify at least 6 months remain in the registration period. Process the plate surrender and issue the refund in the system.
Permit Refund (Overload/Trip Permits)	<ul style="list-style-type: none"> • Unused permit • Proof of refund due 	<ol style="list-style-type: none"> Collect the permit from the customer. Verify the customer is eligible to receive a refund for the permit. <ul style="list-style-type: none"> • Refunds are only issued if the permit has been issued in error by DMV. Continue processing the refund. 	
SUT Refund- SUT paid in error, paid by veteran/veteran's spouse, or Paid to another state	<ul style="list-style-type: none"> • "Application for Refund of Sales and Use Tax" (SUT 2) • Original Virginia Certificate of Title • Proof of sales tax paid as required (Refer to SUT 2) 	<ol style="list-style-type: none"> Collect the SUT 2 presented by the customer. Review the customer's documents ensuring they have submitted adequate documentation to request a refund of SUT paid. (Refer to SUT 2.) Verify the customer has submitted the original vehicle title. <ul style="list-style-type: none"> • If the vehicle record has an outstanding lien, advise the customer they must contact the lienholder to request a temporary release of lien. • If there is an electronic lien on the vehicle record the title is not required. Advise the customer to allow 7 to 9 weeks to receive the refund check. SUT refunds are not processed by CSCs. Mail the SUT 2, the customer's title and all supporting documentation to: Virginia DMV Attn: Titling Work Center P.O. Box 27412 Richmond, VA 23269-0001 	
SUT Refund- Used vehicle returned to seller	<ul style="list-style-type: none"> • Notarized "Application and Affidavit for Refund of Sales and Use Tax" (SUT 2A) • Other supporting documentation 	<ol style="list-style-type: none"> Collect the SUT 2A presented by the customer. <ul style="list-style-type: none"> • Verify that it is notarized, OR • If applicant submits their own notarized affidavit, attach it to the completed SUT 2A. The SUT 2A is not required to be notarized or checkboxes checked when submitting their own affidavit. Review the customer's notarized SUT 2A or customer's own notarized affidavit to ensure the customer has certified that all of the conditions for the refund have been met: <ul style="list-style-type: none"> • Vehicle was returned within 45 days of purchase due to a mechanical defect or failure not subject to the Virginia Motor Vehicle Warranty Enforcement Act (VMVWEA) (lemon law). • The purchase price was refunded. • The title was assigned to the seller accepting return of the vehicle. • The purchaser no longer has possession of the vehicle. <p>NOTE: These refunds CANNOT be credited towards the purchase of another vehicle, but must be refunded.</p> Advise the customer to allow 7 to 9 weeks to receive the refund check. <ul style="list-style-type: none"> • Applicants have up to 3 years from the date the vehicle is titled back to the seller to apply for a refund of SUT. These SUT refunds are not processed by the CSCs. Mail the submitted SUT 2A and other supporting documentation to: Virginia DMV Attn: Titling Work Center 	

Refund Type	Customer Submits	CSR Steps
		P.O. Box 27412 Richmond, VA 23269-0001
Title Refund	<ul style="list-style-type: none"> Original VA Certificate of Title Proof of refund due Lien release (if applicable, refer to Title Refund .)	i. If there is a prior title record, ensure the prior title information is maintained to reflect the prior title issue date and issue type. ii. Void the title document from CSC inventory in accordance with CSCOM-301 (if applicable). iii. Continue processing the refund.
VIN Plate	<ul style="list-style-type: none"> VIN Plate 	i. Collect the VIN plate and place it with daily title work. ii. Continue processing the refund.

4. Process a refund in the system (if applicable for the refund type) and advise the customer they should receive the refund within 4-6 weeks.

NOTE: If the customer requests the refund be credited to a credit card do **not** process the refund in the system. Contact FMAS for further instructions at 804-367-1884.

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CSC MANAGEMENT/DESIGNEE

CSC management or designee will receive email notification from the system of refund authorizations that require processing. Within 5 days of receiving the email notification, CSC management or designee must:

- Review received refund authorization requests.
 - CSC management/designee cannot authorize refunds they have initiated.
- Determine if the refund request is valid by:
 - Reviewing documentation submitted by the requester of the refund (if applicable)
 - Verifying inventory or product being refunded has been submitted and meets requirements (if applicable)
 - The refund amount is correct
- Authorize the refund in the system if the refund request is valid.
 - If the refund is NOT valid, place a note on the customer's record indicating refund being requested and why it was not authorized.
 - If the customer has requested the refund to be credited back to a credit card, refer to the section below.

Credit Card Refunds

If the customer requests the refund be credited to a credit card do **not** process the refund in the system. Contact FMS for further instructions at 804-367-1884.

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POINTS TO REMEMBER

- Refunds are **not** issued in amounts less than \$5.00 without a mailed, written request from customers.
- Customers with returned check or administrative stops on record are **NOT** eligible to receive refunds.
- Refunds of Sales and Use Tax (SUT) are not processed in the CSCs, but mailed to Titling Work Center at HQ.
- Refunds of standard registration fees are calculated based on the number of 6 month periods remaining in the current registration period (refer to [NON-IRP REFUNDS](#) above).

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DMV CUSTOMER CONTACT CENTER ACTIONS

- Customer inquiries for refund status should be answered using the online refund tracking system.
- To determine the month in which a customer must apply for a refund to still be eligible for the refund refer to the table below:

Surrender Month Eligibility Guidelines for Partial Refund Month In Which Customer Must Request Refund to Qualify												
If Plates Expire In:	January	February	March	April	May	June	July	August	September	October	November	December
Request must be made by:	July	August	September	October	November	December	January	February	March	April	May	June

- Advise customers that refunds take about 30 DAYS to receive.
- For refunds taking longer than 30 days:
 - a. Log into Oracle Financials to check on the status of the refund.
 - Inquire using the customer's name or social security number/Tax ID.
 - b. Provide the customer with:
 - The date the check was issued, and
 - The address the check was mailed to, or
 - Information on debt offset, if applicable.
 - c. If additional research is needed, or to have a refund check reissued, please send a Landing Zone request to the Refund Processing Work Center, location code 181. Include the customer's:
 - Name or social security number/Tax ID,
 - Phone number, and
 - Refund check number (if known).

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Customer Contact Center Help Desk at (804) 367-6646
- [Financial Management & Administrative Services \(FMAS\)](#)
- [Insurance Services Work Center](#)
- [Motor Carrier/IRP](#)
- [Titling Work Center](#)