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# Policy & Process for the Refund or Transfer of a Permit

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# Document Control

<b>Owner</b>	Director Heavy Vehicle Services
<b>Custodian</b>	Manager Heavy Vehicle Road Network Access
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## Amendments

<b>Revision Number</b>	<b>Revision Date</b>	<b>Description of Key Changes</b>	<b>Section / Page No.</b>
1	15/03/2023	Review and reformat of original version (D19#674876)	All

# 1 PURPOSE

This document is to ensure a transparent and consistent process is followed when assessing a request for a permit refund or transfer of permit ownership.

## 2 APPLICATION FOR A REFUND

- 2.1 An application to refund a fee paid for the issue of a permit is to be submitted in writing to Heavy Vehicle Services (HVS), accompanied by an original Statutory Declaration and supporting documentation. The Statutory Declaration must be signed by a Director of the company (this may include a 'person of authority' representing the company) and witnessed by an 'authorised witness'.
- 2.2 The Statutory Declaration must contain the following information:
  - a) Declaration from the Director of the company seeking a refund;
  - b) Permit number; and
  - c) Reasonable justification for cancellation and refund.
- 2.3 Expired permits will not be refunded under any circumstances.

*Notes:* A list of authorised witnesses can be found online at <https://www.commerce.wa.gov.au/consumer-protection/authorised-witnesses>

Statutory Declarations are available from post offices, newsagents, or online at [https://courts.justice.wa.gov.au/files/Stat\\_dec.pdf](https://courts.justice.wa.gov.au/files/Stat_dec.pdf)

## 3 REFUNDS FOR SINGLE TRIP PERMITS

- 3.1 A fee paid for the issue of a Single Trip Permit that provides a Mass Modification will only be refunded under the following circumstances:
  - a) The permit has not expired; and
  - b) The client cancels the job and sufficient evidence is provided to demonstrate the client cancelled the job; or
  - c) Other sufficient justification is provided. It remains at Main Roads discretion if the justification provided is adequate.
- 3.2 A fee paid for the issue of a Single Trip Permit that does not provide a Mass Modification will not be refunded, as the fee paid for this kind of Single Trip Permit is an administration fee only.

## 4 REFUNDS FOR PERIOD PERMITS

- 4.1 A fee paid for the issue of a Period Permit that provides a Mass Modification will only be refunded if a vehicle has been written off or the vehicle has been sold and the transfer of vehicle ownership is confirmed.

- 4.2 Refunds will only be provided for the portion of the mass fee relative to the unexpired period (each full month) remaining on the Period Permit.
- 4.3 A fee paid for the issue of a Period Permit that does not provide a Mass Modification will not be refunded, as the fee paid for this kind of Period Permit is an administration fee only.

## **5 REFUNDABLE AMOUNT**

The refundable amount is the fee paid, less a \$25 fee for processing the refund and less:

- a) The original administration fee of \$25 for single trip permit or 12 month period permit;  
or
- b) The original administration fee of \$50 for a 36 month period permit; and
- c) The fee relative to the expired portion (each full month) of a Period Permit.

## **6 TRANSFER OF PERMIT OWNERSHIP**

Permit ownership will not be transferred. If a request is received to transfer the ownership of a permit, the existing permit will be cancelled and a new permit will be issued to the new owner (legal entity). The above Refund Policy will apply to all cancelled permits.