

Refund and Transfer of Permit Product Policy

PURPOSE

Under provisions of the *Road Traffic (Vehicles) Act 2012*, Main Roads is the responsible authority for approving access for Restricted Access Vehicles (RAV) onto the Western Australian public road network. RAV access is granted through the issuance of a Single Trip permit, Period Permit or under an Order.

Permit fees are prescribed in regulation and vary dependant on the class of RAV, mass limits and journey distance, as applicable.

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

APPLICATION FOR A REFUND

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'.

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

The Statutory Declaration must contain the following information:

- 1) Declaration from the Director of the company seeking a refund;
- 2) Permit number; and
- 3) Reasonable justification for cancellation and refund.

Statutory Declarations are available from post offices, newsagents, or online at https://courts.justice.wa.gov.au/files/Stat_dec.pdf

Expired permits will not be refunded under any circumstances.

REFUNDS FOR SINGLE TRIP PERMITS

A fee paid for the issue of a Single Trip Permit that provides a Mass Modification will only be refunded under the following circumstances:

- 1) The permit has not expired; and
- 2) The client cancels the job and sufficient evidence is provided to demonstrate the client cancelled the job; or
- 3) Other sufficient justification is provided. It remains at Main Roads discretion if the justification provided is adequate.

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.

REFUNDS FOR PERIOD PERMITS

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.

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.

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.

REFUNDABLE AMOUNT

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

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

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.