



Louisiana Department of Public Safety
Office of Motor Vehicles
Policy 59.00 Request for Refunds

Section: 4. Motor Vehicle Registration Requirements

Effective Date: 05/01/1986

Revised Date: 03/01/2019

Purpose: This policy is to establish the proper procedure for refunding overages paid for motor vehicle registration transactions.

Definitions:

- **Refund-** an overage of paid fees that is to be returned to the customer.

Requirements:

- When requesting a refund for a customer, the following must be submitted:
 - Must complete and submit a "Request for Refund" form ([DPSMV 1955](#)), in its entirety, including employee's signature initiating the request and the office manager's signature approving the request.
 - Must supply and attach supporting documentation to substantiate the reason for the refund.
 - A separate request must be submitted for each vehicle.
 - A notarized affidavit from the registered owner authorizing the refund to be issued to a party other than him/herself, if applicable.
- **Nonrefundable Fees**
 - The handling fee and/or parish fee paid on the transaction will not be refunded, unless it was an operator error and a fee should not have been collected.
 - Refunds for less than \$6.00 will not be issued.
 - Credit/debit card and E-Check convenience fees will not be refunded, unless it was an operator error and a fee should not have been collected.
 - Refunds for permanent trailer plates are not allowed for any reason other than if the plate was purchased in error and returned unused.
- **Prescription of Refunds** - R.S. 47:1623 (A) provides that after three (3) years from the 31st day of December of the year in which the tax became due or after one (1) year from the date the last tax was paid, whichever is the later, no refund or credit for overpayment shall be made unless a claim for credit or refund has been filed with the Secretary by the taxpayer claiming such credit or refund before the expiration of said three (3) year or one (1) year period. If the request for refund is not filed within the timeframes stated, the request shall be denied.
- **Refunds on Renewal Stickers**
 - Refunds will be issued if the vehicle was sold prior to the renewal being processed, the sticker was ordered in error, or if the vehicle was junked prior to renewal.
 - Validation stickers **MUST** be submitted unused and attached to the refund request.
 - If a lessee is requesting the refund, a copy of the cancelled check (front and back) used for payment of the renewal must be submitted.

- **Refunds on License Plates**
 - Plate refunds are only allowed on plates that have not been used, truck owners who convert to an apportioned tag, and conversions where the system will not allow credit on the plate turned in.
 - If the plate is retained by the Motor Vehicle office, a copy of the plate must be submitted with the refund request. If applicable, the \$3.50 administrative fee will not be refunded.
- **Refunds Covering IH Exemptions** - The following documentation is required if the exemption was not taken at the time of registration:
 - All documentation listed under “Requirements” section.
 - Six months of current daily log records, except for trailers and vehicles registered with 80,000 lbs. or more.
 - If the vehicle is a trailer, a statement that the trailer was used in conjunction with a qualifying truck must be submitted.
 - Interstate Commerce Exemption worksheet ([DPSMV1903](#)) must be submitted with each refund request.
 - **For vehicles registered in the name of a business, two of the following documents must also be submitted:**
 - A copy of the Tax Registration Certificate issued by the Louisiana Department of Revenue indicating a Louisiana Tax Identification Number.
 - A copy of the Articles of Incorporation and the Initial Reports as filed with the Louisiana Secretary of State. Photocopies will be made and the originals will be returned to the applicant in the event they wish to obtain an apportioned license plate.
 - A Certificate of Authority issued by the Louisiana Secretary of State authorizing an out-of-state based corporation to transact business in the state of Louisiana.
 - Copy of the applicant’s occupational license.
 - Copy of a lease or rental agreement on property within the state of Louisiana, indicating the lessee is the same business as reflected on the exemption certificate.
 - **For vehicles registered under the name of an individual, two of the following documents must also be submitted:**
 - Voter’s registration card
 - Receipt from the Tax Assessors office in the parish where the applicant resides indicating property tax being paid or that he is exempt due to homestead exemption.
 - Copy of a lease or rental agreement, on property within the state of Louisiana, indicating the lessee/renter is the same individual as shown on the exemption certificate.
 - Three consecutive utility payments indicating the applicant’s name and address.

General:

- Refund requests shall be processed in the order received. Generally, refunds will be received between 4-6 weeks from the date the refund request was processed.
- Upon request, files and documentation submitted with the refund request will be reviewed to determine if an overpayment of fees occurred.
- The handling fee will not be charged for processing a customer refund, including refunds for cancelled/rescinded sales.

Related Policies / Forms

- Request for Refund form ([DPSMV 1955](#))
- Interstate Commerce Exemption worksheet ([DPSMV1903](#))
- Section 4, Policy [97.00 Cancelled/Rescinded Sales of Motor Vehicles](#)