



Refund Policy

REFUND POLICY AND PROCEDURES FOR OCCUPATIONAL AND PROFESSIONAL LICENSE, REGISTRATION, AND APPLICATION FEES

The Division of Occupational and Professional Licenses (DOPL) hereby adopts the following policy and procedures regarding License, Registration, Certification, or Application fees (collectively “Fees”).

DOPL will consider, in its sole discretion, a request for a refund of any Fees **only** in one of the following circumstances:

- 1) **Overpayment** - An overpayment submitted for the Fee.
- 2) **DOPL Error** - Where payment of the Fee was affected by a DOPL employee’s error.
- 3) **Military Deployment** - Military Deployment of the licensee, certificant, or registrant due to an armed conflict within ten (10) calendar days of payment of the Fee, with submission of the military orders.
- 4) **Death** - Death of the licensee, certificant, or registrant within ten (10) calendar days of payment of the Fee, as substantiated by death certificate or published obituary.
- 5) **No Work Performed**- Where no work has been performed by DOPL staff and retention of the Fee would not be in the interest of fairness.

Refund Request Process:

- 1) **Written Submissions** - All refund requests must be submitted in writing. Written requests should be sent via email to the DOPL office and will be considered at DOPL’s sole discretion.
- 2) **Processing Time** - The Licensee must allow 4-6 weeks for processing of the refund request.
- 3) **Processing Fee** - Please note that a **\$40 processing fee** may be applied to any approved refund, depending on the circumstances. Please note that in the event that the processing fee exceeds the refund amount—no refund will be issued.

Approved refunds will be issued either as an electronic refund or by state warrant, which will be mailed to the requestor.

Russell S. Barron
Administrator

Refund Policy

REFUND POLICY AND PROCEDURES FOR BUILDING, MODULAR STRUCTURE, MANUFACTURED HOME, ELECTRICAL, PLUMBING, HVAC, AND ELEVATOR PERMITS

The Division of Occupational and Professional Licenses (DOPL) hereby adopts the following policy and procedures regarding Building, Modular Structures, Manufactured Homes, Solar, Electrical, Plumbing, HVAC and Elevator permits (collectively "Trade Permits").

A written request for a refund of a Trade Permit can be made only if the Trade Permit is: (1) not expired and (2) no work or inspection has been performed on the Trade Permit job site. If these conditions are met, DOPL will consider, in its sole discretion, a request for a refund of the following Trade Permit fees:

- 1) **Duplicate** - A duplicate Trade Permit purchased for the same scope of work at the same address.
- 2) **DOPL Error** - Where the Trade Permit was affected by a DOPL employee's error.
- 3) **Military Deployment** - Where the holder of a homeowner's Trade Permit was unable to perform the work covered by the Trade Permit, despite good faith efforts, due to military deployment. In this circumstance, a written refund request must be submitted to DOPL within six months of returning from military deployment.
- 4) **No Work Performed** - Where no work has been performed by DOPL staff and retention of the Trade Permit fee would not be in the interest of fairness.

In addition to the above, in the following circumstances DOPL may, in its sole discretion, consider a request for refunds of the following Trade Permit fees **minus a \$40 processing fee**:

- 5) **Out of Jurisdiction** - Trade Permits that are not within DOPL's jurisdiction.
- 6) **Overpayment** - Overpayment for a Trade Permit as verified and recorded by the applicable DOPL Inspector, DOPL Inspector Supervisor, or DOPL Program Manager.
- 7) **Customer-Cancelled** - Where the Trade Permit relates to a customer-cancelled job as verified by the applicable DOPL Inspector.
- 8) **Contractor Substitution** - Where the holder of a homeowner Trade Permit was unable to perform the work, despite good faith efforts, and a contractor has subsequently purchased a Trade Permit for the same scope of work at the same address.

Refund Request Process:

- 1) **Written Submissions** - All refund requests must be submitted in writing. Written requests should be sent via email to the DOPL office. (dopl@dopl.idaho.gov)
- 2) **Processing Time** - The Licensee must allow 4-6 weeks for processing of the refund request.
- 3) **Processing Fee** - Please note that a processing fee may be applied to any approved refund, depending on the circumstances.

Approved refunds will be issued either as an electronic refund or by state warrant, which will be mailed to the requestor.



Refund Policy

Refund Request Form

Name: _____

License,
Registration or
Permit #: _____

Mailing Address: _____

City, State, Zip: _____

Reason for Refund:

Signature

Date