

Application for refund of driver licence fee

DL13

A number may not have been allocated if applying for a licence for the first time.

What is your driver licence number? (if you have one)

What is your date of birth?

 / /
Day Month Year

What is your full name?

What is your physical address?

What is your mailing address? (if different to your physical address)

Please give your telephone number in case we need to contact you for further details.

What is your contact telephone number?

 ()

Please attach any receipts/medical certificates relating to the claim.

Amount of fees paid

 \$

Amount claimed

 \$

If you are applying for a refund of a test fee, please read the notes on page 2 before submitting this application.

Date fees paid

 / /
Day Month Year

Date of test (if applicable)

 / /
Day Month Year

Name and location of agent fee paid to

Include details of licence class or endorsement type the fee relates to.

Please provide details of refund claim

If your refund application is successful, a processing fee of \$16.40 will be deducted from the refund paid.

How would you like to receive your refund?

- Bank account → Please attach a bank deposit slip
 Cheque

If the payment is to be made by cheque, is the refund cheque to be made out to someone other than yourself?

No

Yes → **Name of the person the cheque is to be sent to**

Mailing address of the person the cheque is to be sent to

This form must be signed by the holder of the licence that the refund relates to.

Signature of applicant

Date

 / /
Day Month Year

Please send this form to: The Transport Registry Centre, Private Bag 11777, Palmerston North 4442.

Situations may arise where you are unable to attend a test you have booked.

Should this occur, you may be able to cancel or reschedule your test and/or apply for a refund of the test fee.

The NZ Transport Agency (NZTA) incurs costs every time a test is cancelled or rescheduled or a test fee is refunded. For example, if you cancel a test with less than two working days notice, the NZTA must pay the company contracted to provide driver testing services - even if your cancelled test slot is not taken by another applicant.

The driver licensing system operates on a 'user pays' basis. This means that:

- where a test is rescheduled, you will be charged a reschedule fee of \$16.40.
- where a test is cancelled and the test fee is refunded, a \$16.40 fee will be deducted from the amount being refunded.

You can cancel a test at any time.

However, you can only reschedule your test if you are giving more than two working days notice, excluding the day of the booked test, weekends and national statutory holidays.

Rescheduling your test

You can only reschedule your test if you are giving more than two working days notice. Examples are shown in the table below:

Date of existing test booking	Latest date to reschedule	Comment
Monday 6th	Wednesday 1st	Thursday 2nd and Friday 3rd provide the two working days notice.
Friday 10th	Tuesday 7th	Wednesday 8th and Thursday 9th provide the two working days notice.
Friday 8th	Monday 4th (where Wednesday 6th is a national statutory holiday)	Tuesday 5th and Thursday 7th provide the two working days notice.

When you reschedule your test, you will be charged a \$16.40 rescheduling fee (the fee is reduced if you reschedule online at nzta.govt.nz).

labelling your test with more than two working days notice

If you cancel with more than two working days notice, your options are:

- rebook your test at a later time, at which time a fee of \$16.40 will be charged (the fee is reduced if you book online at nzta.govt.nz).
- complete this form (DL13) and apply for a refund, a \$16.40 fee will be deducted from the test fee being refunded. Another test fee will be required should you later rebook your test.

labelling your test with less than two working days notice

If you cancel with less than two working days notice, another test fee will be required when you rebook your test.

You can apply for a refund of the test fee from your cancelled test, however the law states that you are entitled to a refund of the test fee only if another applicant takes the test slot that you have vacated. If your refund application is approved, a \$16.40 fee will be deducted from the test fee being refunded.

All other refund applications, where your test slot has not been taken by another applicant, will be assessed on a case-by-case basis. There is no legal entitlement to a refund, and a refund should not be expected. The law does not provide for a refund to be granted in the case of inconvenience or hardship.

Make sure you provide as much supporting information as possible with your refund application.