

ADMINISTRATION  
DIVISION 001  
PROCEDURAL RULES

1 635-001-0050

2 License Refunds

3 Consistent with the authority to make refunds prescribed in ORS 293.445(2), the  
4 Department will issue a refund of moneys received in excess of the amount legally  
5 due:

6 (1) If the Department determines a person has made an overpayment of more than  
7 \$5; or

8 (2) Upon written request from a person who made an overpayment, or the person's  
9 legal representative, if the request is submitted to the Department within three years  
10 of the date that the Department received the overpayment.

11 ~~(3)(1)~~ License and tag refunds will be granted upon request only to a person furnishing  
12 satisfactory evidence to the Department that:

13 (a) More licenses or tags than necessary have been acquired;

14 (b) A higher fee than set by statute was paid for; or

15 (c) A license agency made an error; or

16 (d) Death of a tag holder occurs before the opening of the season for which the tag was  
17 issued; only the tag fee shall be refunded. For the purpose of this rule the person in  
18 possession of the deceased's tag shall be presumed to be entitled to the refund.

19 ~~(4)(2)~~ Where seasons have closed that affect a large number of license buyers and where  
20 other similar opportunities are not available, the Director may authorize a license refund  
21 for monies received by the state, which, in equity and good conscience, it is not entitled  
22 to.

23 ~~(5)(3)~~ For the purpose of this rule in sections (4) and (5) of this rule, application fee is  
24 defined as that portion of the money paid for an application card representing the cost to  
25 administer the controlled hunt program; tag fee is defined as that portion of the money  
26 paid for an application card representing the value of a particular tag prior to the  
27 drawing.]

1 ~~(6)(4) Application fee and tag fee refunds will be granted upon written request only to a~~  
2 ~~person issued an application card in error by a license agency. The request must be~~  
3 ~~accompanied by the license agency's written acknowledgement of error.~~

4 ~~[Tag fee refunds will be granted upon written request only to a person that:]~~

5 ~~[(a) Has requested a refund and is unsuccessful in or disqualified from the drawing~~  
6 ~~(normal computer refund).]~~

7 ~~[(b) Has an unused application card and returns the original application card to the~~  
8 ~~Department.]~~

9 ~~[(c) Has lost the original application card or it was destroyed or stolen. The original~~  
10 ~~hunter receipt copy must be returned to the Department. If both application card and~~  
11 ~~receipt copy are lost, the Department will issue a refund only if the remittance copy is~~  
12 ~~located;]~~

13 ~~[(d) Has lost or never received a refund check or the check was destroyed or stolen. A~~  
14 ~~signed affidavit form is required.]~~

15 ~~[(e) Originally donated the tag fee, but requests a refund within 15 days of the drawing~~  
16 ~~date.]~~

17 Stat. Auth.: ORS 293.445

18 Stats. Implemented: ORS 293.445

19  
20 **635-001-0055**

21 **License exchanges**

22 **1) A license may be exchanged for a combination hunting and fishing license, a**  
23 **senior combination license or a Sports Pac.**

24 **2) The Department will refund (in full or in part) the license fee to a customer who**  
25 **has purchased a full price license if the Department determines that at the time of**  
26 **purchase, the licensee was qualified for one of the following free or reduced-price**  
27 **licenses:**

28 **a) Senior license;**

29 **b) Pioneer license; or**

30 **c) Disabled Veterans license.**

31 **3) Exchanges must occur within 90 days of the purchase of the original license.**

1 **4) Exchanges and refunds must be done in person at a Department Field Office or at**  
2 **the Department's Salem Headquarters; exchanges or refunds may also be requested**  
3 **by mail order by contacting the Department's Salem Headquarters.**

4 **a) To request an exchange or refund under this rule, a person must provide the**  
5 **Department with the original license being returned, along with any controlled hunt**  
6 **applications, tags and permits issued under that license;**

7 **b) All mail order requests for exchanges or refunds must also include:**

8 **A) a completed license application;**

9 **B) a letter requesting a refund or exchange (specifying the type of license being**  
10 **requested); and**

11 **5) Full payment of the new license is due at the time of exchange, plus shipping and**  
12 **handling charges for mail order requests.**

13 **6) License refunds will be mailed to the licensee after a replacement license has been**  
14 **issued.**

15 **7) Refunds will be mailed to the customer within six to eight weeks.**

16 **8) Agent fees are non refundable.**

17 Stat. Auth.: ORS 293.445

18 Stats. Implemented: ORS 293.445