



OREGON DEPARTMENT OF FISH & WILDLIFE POLICY

Administrative Services Division

Title: Refund Policy	ASD_275_PO
Supersedes: N/A	
Applicability: All ODFW Employees	
Reference:	ORS 293.445 , ORS 183.482 , ORS 183.484 , OAR 635-010-0027 , OAR 635-047-0025 , OAR 635-047-0045
Effective Date: September 15, 2021	Approved:

I. PURPOSE

To provide clarification on when ODFW will provide refunds to customers.

II. POLICY

ODFW will issue a refund if ODFW determines a customer made an overpayment of more than \$5; or upon receipt of an eligible written request from a customer.

Under existing rules, ODFW may issue a refund to a customer upon receipt of satisfactory evidence to the Department in the following circumstances:

Product	Refund Reason (& Evidence Provided)	Timeline	Notes
Licenses and tags	Customer was eligible for a senior license, pioneer license or disabled veteran's license but purchased a higher priced license	90 days from the date of original purchase	
Licenses and tags	More licenses or tags than necessary have been acquired	3 years from the date of original purchase	
Licenses and tags	A higher fee than set by statute was paid	3 years from the date of original purchase	
Licenses and tags	A license agent made an error	3 years from the date of original purchase	
Licenses and tags	Death of a tag holder occurs before the opening of the season for which the tag was issued; only the tag fee shall be refunded.	3 years from the date of original purchase	The person demonstrating appropriate documentation that identifies who is eligible to receive the privileges belonging to the deceased shall be presumed to be entitled to the refund
Licenses and tags	Seasons have closed that affect a large number of license buyers and where other similar opportunities are not available	3 years from the date of original purchase	Must be authorized by the Director
Prepaid booklets	Unsold documents remaining	3 years from the date of original purchase	Must be requested within 6 months after the expiration of the documents
Wild bird seals – private hunting preserve	The product was unused	3 years from the date of original purchase	Must be submitted for refund not later than 30 days after the close of business if a preserve discontinues operation
Special hunting preserve permits	The product was unissued	3 years from the date of original purchase	Operators may return unissued preserve permits for refund within 30 days of close of business in the event they discontinue operation