Information on Refunding in the Eurovignette System

Basic Principle

In the present Eurovignette system, you basically have the right to receive a refund of the fee for the unused validity period for all Eurovignettes which have been submitted for refund and which are still valid. This right is based on §10 of the agreement to charge fees to use specific roads with heavy commercial vehicles.

Refund Procedure

The refund procedure provides the user with two processing options:

- **Refund procedure:**

In this procedure, all valid vignettes can be submitted for refund with an amount that is higher than the administrative costs. Refund is only possible for any remaining full and unused days. Therefore, vignettes can be fully refunded if their validity has not commenced upon receipt of the application. In the case of vignettes where the validity period has started, all past days are deducted from the refund amount. The refund amount is always paid in euros and transferred to the bank and account details to be specified by the applicant. A processing fee of 25.00 € is charged, exceptions are vignette refunds which have been issued to vehicles which are not subject to charges or in the case of double bookings (identical).

- **Difference procedure:**

The difference procedure deals with those vignettes whose value corresponds to that of an annual vignette due to the optimization of the tariffs (validity >= 10 months). Upon request, the validity of such a vignette will be extended to the full annual period (validity = 12 months). This procedure is free of charge.

Filing in the Application Form

The application for refund has in principle to be submitted in writing to AGES by the user. This can be done either by post with signature and, if applicable, company stamp or via email with signature. You can also use the online request form for this purpose. The relevant refund will be calculated on the basis of the date on which AGES receives the application. We therefore recommend applying for a refund in good time as soon as the relevant Eurovignette is no longer to be used. The documents listed below are required to process a refund application. AGES is obliged to check the completeness of the documents as the approval of a request is only possible if all required documents have been completely received.

By post: AGES Toll I GmbH
EUREF-Campus 1C
40472 Düsseldorf
Germany

E-Mail: service-ets@ages.de

List of the documents required for a refund

Required to process an application:

- Written application either with signature and stamp (if applicable) or with email signature
- Current bank details (BIC, IBAN, Bank, Town etc.)
- Booking receipt and/or Eurovignette number and/or details of the vehicle registration with validity period of the booking (*at least 1 variant)*
- Copy of the vehicle registration document or vehicle title

If available, additional documents can be attached:

- Copy of lease agreement, if the vehicle is not registered in your name
- Vehicle has been reregistered or is no longer in service:
  - Official confirmation from the registration office
- Vehicle is not subject to charges:
  - Copy of an official certificate (normally the vehicle registration documents)