**Section 554.904 Refunds**

a) Refunds may be made under the following circumstances:

1) The Permit Office has received an amount in excess of the required permit fee;

2) The application for permit has not been approved by the Permit Office;

3) The applicant has canceled the application before the permit has been issued by the Permit Office or before the effective date of the permit;

4) The permittee has mailed the permit to:

Illinois Department of Transportation, Permit Office

2300 S. Dirksen Parkway, Room 117

Springfield, IL 62764

(NOTE: The envelope must be postmarked at least one day prior to the effective date.);

5) The Permit Office has been notified, prior to the expiration date of the permit, that unusual circumstances, which render a proposed move impractical or impossible, have developed. This must be substantiated, in writing, to the satisfaction of the Permit Office;

6) The permittee has notified the Permit Office of an overcharge on a permit; or

7) The customer has closed his or her escrow account.

b) Refunds, when authorized, due to Illinois law will be made from funds appropriated to the Department and will not be made from the daily receipt in the Permit Office. If an adjustment is made in a permit fee or a permit is cancelled, and the customer has an existing account with the Permit Office, the refund will be shown as an adjustment to the account along with an appropriate note.

(Source: Amended at 36 Ill. Reg. 13254, effective August 1, 2012)