

## Please read these notes for guidance carefully

### A Data protection – release of information

Your details held on the vehicle register may be released in law and where exempted from the Data Protection Act's non-disclosure provisions. For further information, please visit website [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)

### B When can I apply for a refund?

- If you bought the licence disc or if it was passed to you with the vehicle.
- If the licence disc still has one or more complete calendar months to run before expiry.

**No refund is payable for a disc which has expired or which expires in less than one complete month.** Refunds are not payable on Temporary Duplicate discs.

**You must not apply for a refund if your vehicle is in the process of having its registration mark transferred or retained,** as refunds can only be paid on replacement licence discs.

### C When can I use this form?

Only use this form if you are returning a licence disc for a refund. If you are keeping the vehicle off road you may also use this form to make a SORN (see Section I).

If you do not have the disc, you must use form V33 instead. You can get a V33 from a DVLA local office.

The address of your nearest DVLA local office can be found:

- on the website [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)
- in our booklet V100 (see section H for further details)
- by calling 0870 243 0444, you will be asked to provide your postcode
- in The Phone Book "classified" section under Government Offices or in the main index under DVLA.

DVLA local offices are open 9.00am to 5.00pm Monday to Friday and 9.30am to 5.00pm on the second Wednesday of each month.

### D How much refund will I get?

You get a refund for each **full** calendar month still to run on the licence disc at the time you apply for the refund.

To get a refund for any one month, the licence must be –

- Posted to DVLA, Swansea **before** the first day of the month, or
- Handed in to a DVLA local office **before** the first day of the month.

If you bought a 6 monthly licence disc, you paid an extra handling charge of 10%. This is not included in the refund.

### E Are you a motor dealer, fleet owner etc.?

Motor Traders who have vehicles temporarily in their possession in the course of their business are **not** required to make a SORN unless the vehicle is registered in their name.

If you use rubber office stamps for the name and address section, please make sure that the names and addresses are shown clearly or payments may be delayed.

### F Have you sold, exported or scrapped the vehicle?

You must tell DVLA if you have sold, exported or scrapped the vehicle. Only tell us that the vehicle has been scrapped if YOU broke it up or destroyed it. The notes on the Registration Certificate (V5C) Guidance notes INS160 will explain how to do so. If you do not have a V5C, you can write to DVLA, Swansea, SA99 1BD. Please give the registration mark, the date of scrapping or date of sale and the name and address of the person who now has the vehicle. This will make sure you are no longer shown as the keeper of the vehicle. There is no requirement to make a SORN for a vehicle you have sold, exported or scrapped.

### G Where to send your application

The completed application form **with the licence disc** should be sent by post to:

**Vehicle Customer Services, DVLA, Swansea, SA99 1AL**  
or handed in at any DVLA local office.

### H Further information

Further information on vehicle registration and licensing is available on the website [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)  
Information is also available in booklet V100 available from Post Office® branches and DVLA local offices.

If you are not satisfied with the service you have received, please see leaflets INS121 "If things go wrong" and INS101 "DVLA Customer Service Guide". These are available to read or download from [www.dvla.gov.uk](http://www.dvla.gov.uk). They are also available from DVLA local offices and from Vehicles Customer Enquiries (VCS), DVLA, Swansea, SA99 1AR. Please phone 0870 240 0010 or fax 0870 850 1285. Phone between: 8.00am and 8.30pm Monday to Friday and between 8.00am and 5.30pm on Saturday. Some calls will be monitored for quality and training purposes. E-mail address: [vehicles.dvla@gtnet.gov.uk](mailto:vehicles.dvla@gtnet.gov.uk)

Customers with impaired hearing who have a textphone/minicom should phone 01792 766426 for vehicle enquiries. **You should be aware that the minicom number will not respond to ordinary telephones.**

### I Statutory Off Road Notification (SORN)

- When you apply for a refund of duty for a vehicle registered in your name that you have **not** sold, scrapped or exported and is being kept off the road, you **must** make a SORN. This also applies if you have recently acquired a vehicle and have made an application to become the registered keeper.
- Motor Traders who have vehicles temporarily in their possession in the course of their business are **not** required to make a SORN unless the vehicle is registered in their name.
- If you fail to SORN a vehicle you could be fined a **minimum** of £1,000.

- A SORN is valid for 12 months (unless you license the vehicle in the meantime) and must be renewed if the vehicle is to be kept off the road for a further time.
- Once you have made a SORN you will be sent an acknowledgement letter within 4 weeks confirming the details. If the acknowledgement letter is not received after 4 weeks you must contact Customer Enquiries Group on 0870 240 0010 immediately.
- You cannot make a SORN if the vehicle is taken abroad temporarily.
- You should not use or keep your vehicle on a public road while the SORN is in force. Garages, driveways and private land may be considered to be off road areas. You may wish to contact the authority with responsibility for maintenance of the road for confirmation of its status.



**Please read the notes overleaf  
before you complete this section**

Please do not write in the blue shaded area

**Do not use photocopied forms**

Please write in **BLACK INK** using **CAPITAL LETTERS**.

**Do not write in this space**



Please do not write in the blue area

Local Office date stamp

|                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | 3VC                  | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 4DR                  |
| <input type="text"/> | 5D                   | <input type="text"/> | 6E                   |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 7P                   |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 8A                   |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 9T                   |
| <input type="text"/> | 10M                  | <input type="text"/> | <input type="text"/> |

**1 Your Details**

Registration Mark of vehicle for which refund is claimed  2

|  |        |
|--|--------|
| Full Name  | 7      |
| Address  |        |
|  | 4 (8)  |
| Post town  | 5 (9)  |
| Postcode <small>(Your refund may be delayed if the postcode is not quoted)</small>   | 6 (10) |
| Daytime telephone number   |        |
| <b>You do not have to provide a telephone number but doing so may help us to quickly resolve any problems with your application.</b> |        |

**2 Refund Declaration**

- a) I declare that I am the holder of the licence and that I am entitled to claim the refund for which I am applying.
- b) I attach the licence.
- c) If the vehicle has not been sold, scrapped or exported but has been taken off the public road, please see Section I overleaf and complete Section 3 below.

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Your refund will be posted to you within 3 - 6 weeks. However, please allow a little longer before making enquiries.**

PLEASE DO NOT SEPARATE

**3 Statutory Off Road Notification (SORN)**

Only complete this section if the vehicle is kept off road and: a) you are the registered keeper and the vehicle is not being sold, scrapped, or exported, or b) if you have made an application to become the registered keeper of the vehicle. Motor Traders who have vehicles temporarily in their possession in the course of their business are not required to make a SORN unless the vehicle is registered in their name.

|                  |    |          |      |    |
|------------------|----|----------|------|----|
| Other title      | Mr | Mrs      | Miss | Ms |
| or business name |    |          |      |    |
| Forename(s)      |    |          |      |    |
| Surname          |    |          |      |    |
| Address          |    |          |      |    |
|                  |    |          |      |    |
| Post town        |    | Postcode |      |    |

Vehicle Registration Mark  11  12VC

Date of surrender of licence and commencement of SORN  13

Make of vehicle (e.g. Rover, Ford, Vauxhall etc.) \_\_\_\_\_

Model of vehicle (e.g. Escort, Vectra etc.) \_\_\_\_\_

Signature \_\_\_\_\_

If you are signing for a partnership, limited company or other legal entity, give your position in the firm \_\_\_\_\_

- You have checked the information provided on this form and you believe it is correct
- This completed form must be signed (Section 2 and 3 as appropriate), dated and sent to DVLA Swansea SA99 1AL or handed in at a DVLA local office.