



**City of Kelso Online Payment Refund Policy  
February 15, 2018**

This policy applies only to permits which have not been issued. Refund requests for issued permits are not granted.

If you have made an online payment in error, please contact the building & planning department at [building@kelso.gov](mailto:building@kelso.gov). Please have all reference material pertaining to the payment available. Any third-party convenience fees collected that are associated with your payment cannot be refunded.

**Implementation:**

The building & planning department will consider a refund of permit fees paid in accordance with the following procedure:

- 1) The customer shall formally request a refund of fees paid in writing or email correspondence.
- 2) Staff shall research the status of the permit and calculate the approximate amount of work conducted.
- 3) If permit has not been issued, and plan check work has occurred, a refund may be issued for the inspection portion of the permit only.
- 4) If the building permit has been issued there will be no refund granted.
- 5) Refunds are not issued over the counter.

Approved refunds require a minimum 30-day time period to complete the building permit refund process.

Approved by:

Steve Taylor,  
City Manager

2/15/2018

Date