

EXTERNAL PARTNER PROGRAM

REFUND GUIDELINES

1. If an application for approval is **withdrawn before the commencement of the application review, EPP will not refund the application fee paid.**
2. If an application for approval is withdrawn **during the application's initial review, EPP shall retain the entire fee paid.** No refunds will be granted once the review process has started.
3. If an application for approval is withdrawn **after review of construction documents and/or construction document approval and before the permit is issued,** EPP shall not refund the application fee.
4. If an application for approval has been **reviewed and a final determination is reached for these documents,** EPP shall retain all the fees paid.
5. If the new Addendum is submitted after a Final Determination is reached and the Letter of Impact has been paid, the applicant shall pay the entire application fee (\$500).
6. If the applicant would like a **different final determination from Impact to No Impact upon issuance,** a new application shall be submitted.
7. Refunds will not be approved when any of these factors are different from the original application:
 - a. Applicant names are different.
 - b. DOB/Contract Number are different.
 - c. Submission Types are different.

Exclusion clauses:

1. Reviews can take over twenty (20) business days when coordination with other Agencies, Departments, or Third Parties is necessary. This coordination process could delay the review time.
2. The application submitted is incorrect.