



TOWN OF GOFFSTOWN, NH

REFUND OF MOTOR VEHICLE FEES POLICY

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| Policy Type | Town Financial Policy |
| Adopted By | Goffstown Select Board |
| Current Policy | N/A |
| Adoption Date | 09/22/2025 |
| Revision Date(s) | |
| Current Version Effective Date | 09/23/2025 |

Purpose

The intent of this policy is to formally document the Town of Goffstown's (hereby "the Town") procedure regarding the refund of motor vehicle fees. The Town's procedure is ultimately dictated by applicable State of New Hampshire (herein, "the State") law (RSA), which is outlined in this policy.

It is the primary goal of the Town's financial policies to safeguard the assets held on behalf of the taxpayers. The restriction and proper authorization of refunds of revenues used to offset annual appropriations is an extension of this goal.

Applicability

This policy applies only to the department of the Town Clerk of the Town of Goffstown, a municipal agent of the State of New Hampshire's Department of Motor Vehicles.

Definitions

"Denial or Dispute" refers to the election of the payor, using credit cards or bank ACH as tender, to deny or dispute the transaction placed upon their accounts for services or fees rendered by the Town of Goffstown.

"Good Faith" refers to the fair and open dealing between parties in a transaction. The collection "in good faith" on part of the Town does not imply the payment "in good faith" by the payor, whereas the intent to undermine the good faith agreement between parties through the inappropriate registration of unauthorized vehicles may be present.

"Municipal Portion" refers to the portion of motor vehicle fees collected to support the local public revenues, rather than support the State's operations. All motor vehicle fees may contain a municipal and state portion, dependent on the circumstances of the individual transaction.

"MV" is abbreviated for Motor Vehicle, but is representative of any registered equipment through the NH Department of Motor Vehicles (i.e. road-capable construction equipment, trailers, motorcycles, cars and trucks)

"NH DMV" is abbreviated for the State of New Hampshire's Department of Motor Vehicles, the predominant authority over the legal registration of vehicles and equipment permissible for use on public roadways.

"RSA" is abbreviated for Revised Statutes Annotated, the codified law of New Hampshire, encompassing all current laws and regulations passed by the New Hampshire General Court.

"Servicer" refers to any company or business contracted to provide services to the Town of Goffstown.

"State Portion" refers to the portion of motor vehicle fees collected by the Town of Goffstown on behalf of the State, generally remitted to the State on a daily basis.



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Administrative Policy and Procedures

Per RSA 261:151 Refunds. – *“No portion of any permit fee once paid shall be repaid to any person, provided that in a case where the department acting under the authority of law shall have refused upon original application for the registration period to register the vehicle to which the permit relates, the town clerk, upon application therefor, shall refund the said permit fee. The exception provided in this section shall not apply to a permit fee made up in whole or in part of transfer credits.”*

This law dictates that no refund shall be issued by the Town of Goffstown, or any municipal agent of the State of New Hampshire, until such time as the NH DMV authorizes the refund of their portion.

This law applies to all permit fees collected in good faith, including such transactions enacted via online accessibility (i.e. payment via the Town’s online digital payment servicer with credit card, debit card or ACH transactions).

The denial or dispute of credit card or bank charges made through online accessibility shall be considered a breach of this policy and a breach of the State’s law on refunds of motor vehicle fees. Appropriate permissions (authorized, in documented correspondence, for refund of the State’s portion) must first be obtained from the NH DMV prior to dispute of charges in order to remain in compliance with the law.

In accordance with RSA 261:151 Refunds, no transaction processor or agent acting on behalf of the municipality and its elected Town Clerk shall, without due process and formal authorization from the NH DMV, authorize and enact the credit of the accounts held by the Town or its contracted servicers for the dispute of Motor Vehicle transactions.

The refund of any fees issued by the Town of Goffstown, inclusive of those associated with the municipal portion of MV fees, may only be authorized by the Select Board of the Town. Once prior authorization of MV fees is first obtained from the NH DMV, the Town *may* elect to refund the municipal portion of the associated fees.

POLICY REVIEW AND AMENDMENTS

This policy shall be reviewed and re-affirmed on a regular basis, no less often than every five (5) years, to ensure the accuracy and applicability of the laws binding the Town to the State of New Hampshire’s Motor Vehicle refund laws, as well as fee procedures and policy held by the Town.

EFFECTIVE DATE

This policy shall be effective upon a vote of the Select Board and shall replace any and all policies specific to the refund of motor vehicle fees collected by the department of the Town Clerk previously enacted by the Town.



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This policy was adopted by the Goffstown Select Board on September 22, 2025.


Peter Georgantas (Sep 23, 2025 21:59:45 EDT)
Peter Georgantas, Chairman


Jim Craig (Sep 28, 2025 08:43:55 EDT)
Jim Craig


Mark T. Lemay (Sep 23, 2025 14:50:31 EDT)
Mark T. Lemay, Vice Chairman


Joshua Douglas (Oct 1, 2025 05:20:42 CDT)
Joshua Douglas


Richard Manzo (Sep 22, 2025 09:23:38 EDT)
Richard Manzo

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Goffstown Motor Vehicle Refund Policy

Final Audit Report

2025-10-02

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