



REFUND POLICY

The Maritime Authority will refund Customers who have paid for services on the following terms and conditions:

- 1 Customers must submit the original receipt for payments for which a refund is requested.
- 2 Refunds will be made by cheque drawn on the Maritime Authority's bank account. Where customers request that the refund be made by another mode, the customer will be responsible for any bank or similar fees or charges attendant on the use of that mode.
- 3 Refund cheques will be available for collection at the office of the Maritime Authority.
- 4 The expenses incurred by the Maritime Authority in providing the requested service or commencing any technical, clerical or administrative services prior to the service will be deducted from the amount refundable to the Customer.
- 5 Notwithstanding the provisions of Clause 4, a fixed fee of Two Hundred and Fifty United States Dollars (US\$250.00) will be charged to vessels 24M and above where refunds are made following the termination of applications for registration and technical services due to no fault of the Authority.
- 6 For other services, a minimum charge of Two Thousand Jamaican Dollars (J\$2,000.00) or twenty per cent (20%) of service fee, whichever is greater, will be deducted from the sum paid which represents a non refundable processing fee.
- 7 No refunds will be given for clerical, administrative and technical services given to vessels of lengths 24M and below.
- 8 Where, within three (3) months of application, the Authority has not provided the requested service or has not commenced any technical, services preliminary to the service, the customer will be refunded the full amount stated on the original receipt, less the applicable processing fee

Peter L. Brady
Director General

December 19, 2011
Date