

How to fill out DMV-38-AB — Application for Refund

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West Virginia · written against DMV-38-AB (Rev 09/2021), issued under W. Va. Code 17A-10-12

/forms/west-virginia/dmv38ab-application-for-refund/

The Division's money-back form, and its header sets the terms before any blank: refunds will only be given for unused decals and unused plates with the return of the decal, plate, and registration card, all requests need copies of canceled checks front and back or the transaction receipts, and all applications for refund must be tendered to the Division of Motor Vehicles within six months after the date of transaction. For a seller, the live case is narrow but real: you renewed, then sold before the new plate or decal ever touched the car - the unused registration can come back as money, if the paper trail and the calendar cooperate.

This sheet is not the form. Download the blank DMV-38-AB from the West Virginia Division of Motor Vehicles at https://webapps.transportation.wv.gov/TWS/WVDOTDocumentStorageMigration/PDF/Transportation/DMV/DMVFormSearch/DMV-38-AB_Application%20for%20Refund-WF.pdf — always take the current revision from the agency rather than a copy. Print this and keep it beside you while you complete theirs.

Every line, in the order you meet it

1	YOU	Who the money goes to	Name and address, then the license number, expiry and date of birth that identify you against the record. Watch out: The refund cheque is drawn to this name. A jointly held registration is cleanest claimed in the name the payment came from.
2	YOU	The vehicle and the plate	Plate number - include spaces, the form insists - VIN, make, model, year, weight and title number. Watch out: Include spaces is not decoration: the plate is matched by exact string, and JKL 123 and JKL123 are two different records to a computer.
3	YOU	Reason and total	One plain sentence - renewed, sold before use, plate and decal enclosed - and the amount you are claiming. Watch out: Claim the figure your receipt shows, not a rounding of it. The accounting sign-off on the Division's half reconciles to the cent.
4	YOU	Sign inside the window	Sign the certification and date it - within six months of the transaction being refunded. Watch out: The clock runs from the renewal payment, and it is the applications that arrive in month seven that fund the policy's bluntness.
5	YOU	Pack the envelope	Application, plate, decal, registration card, and the canceled check copies or receipts, to the PO Box 17700 refund address on the letterhead. Watch out: Photograph the plate and paperwork together before sealing it. If the packet and the record ever disagree, your photograph is the tiebreaker.

What gets this one rejected

- A used plate or peeled decal. The policy line is absolute - unused, and returned, with the registration card, or there is nothing to refund.
- No proof of payment. Canceled checks copied front and back, or the transaction receipts - the request is audited against them, not against your memory.
- Six months and a day. The deadline is printed twice, in the header and under the date box, and it runs from the transaction, not from the sale.
- Asking for the refund on a different card. The credit card policy requires the same card the original payment rode on.
- Claiming driver's-license or CDL money back for a change of heart. The policy refunds those only on a departmental error, with a supervisor's signature on the state's side of the form.

☒ Amber is what you write ☐ Grey is a block somebody else completes The completed example follows overleaf.

Read off DMV-38-AB (Rev 09/2021) and the West Virginia Division of Motor Vehicles's own pages, current as of 2026-08-23. Plain-language help with a form, not legal advice — where this and the agency differ, the agency governs. sellmycarhub.com

DMV-38-AB
REV 09/2021

West Virginia Department of Transportation

Division of Motor Vehicles

Application for Refund



PO Box 17700 • Charleston, WV 25317
1-800-642-9066 • dmv.wv.gov

ALL REFUND REQUESTS MUST BE ACCOMPANIED BY COPIES OF CANCELED CHECK(S) (FRONT AND BACK) AND/OR APPLICABLE TRANSACTION RECEIPT(S).

DMV Policy: Refunds will **ONLY** be given for **unused** decals and **unused** plates with the return of the decal, plate, and registration card. **On duplicate payments, the Division will refund with both cash receipts and copies of both canceled checks.** On driver's license applications, the Division will refund only on a departmental error. On CDL's, the Division only refunds on departmental error.

All applications for refund must be tendered to the Division of Motor Vehicles within SIX (6) months after the date of transaction.

A) Required Refund Information

REFUND TO (NAME) Rosalie M. Burdette					
ADDRESS 214 Sycamore Hollow Rd			CITY St. Albans	STATE WV	ZIP CODE 25177
DRIVER'S LICENSE NUMBER F204817		EXPIRATION DATE 03/12/2030		DATE OF BIRTH 03/12/1979	
PLATE NUMBER (INCLUDE SPACES) 3QN 682		VIN NUMBER 1FMCU9GX0EUC28374			
MAKE Ford	MODEL Escape SE	YEAR 2014	WEIGHT 3,502	TITLE NO. 23014882	

Reason for Refund Registration renewed in July; vehicle sold on 08/14/2026 before the new plate and decal were ever used. Both are enclosed with the registration card.

Refund Total \$ 51.50

Signature (X)

SIGNATURE - YOU MUST SIGN HERE TO CERTIFY YOUR REQUEST

Date 08 / 20 / 2026

DATE OF REQUEST - MUST BE WITHIN SIX MONTHS OF TRANSACTION DATE

B) Credit Card Payment Detail (If applicable)

Credit Card Refund Policy: You may only have the refund transaction applied to a credit card if a credit card was originally used. When you elect to have a refund processed to a credit card, it must be the same credit card used in the initial transaction.

Card Type ☐ DISCOVER ☐ AMERICAN EXPRESS ☐ MasterCard ☐ VISA

Last Four Digits of Card Number

Division of Motor Vehicles Use Only • If error was made by DMV, a Supervisor must sign below.

Supervisor's Signature

OASIS Doc ID

Accounting Sign-Off

Date

Date Completed

Warrant Number