

## **Terms & Conditions (Supplemental)**

### **Low Emissions Vehicle Toll Incentive Scheme (LEVTI)**

#### **Version 5.0**

**Effective Date January 1st 2023**

#### **In Plain English**

The following Terms and Conditions are supplemental to the general terms and conditions to which you agreed when you opened your account. They apply only if you have a Low Emissions Vehicle (LEV) (as solely defined by the Department of Transport in the Republic of Ireland) AND you wish to avail of the government refund scheme for Low Emissions Vehicle. If you don't have this vehicle type then these Terms & Conditions (Supplemental) do not apply to you.

#### **Terms & Conditions**

1. There is no automatic enrolment in the LEVTI scheme. Applications for inclusion in the scheme must be made by the customer on a per vehicle basis. Acceptance of any vehicle for inclusion in the scheme is solely at the discretion of TollTag.ie. Discounts are applied only after TollTag.ie has explicitly accepted a vehicle for inclusion in the scheme. For the avoidance of doubt discounts do not become payable on any vehicle under this scheme until after TollTag.ie has evaluated and accepted a vehicle for inclusion in the scheme. The time and date of acceptance is recorded by TollTag.ie.
2. Credits/Refunds granted under the LEVTI scheme shall only be granted to vehicles enrolled in the scheme at the time the applicable journey was made. Under no circumstances shall credits/refunds be made for vehicles not enrolled in the scheme at the time of making an eligible journey.
3. Only certain vehicle types are eligible for enrolment in the LEVTI scheme. The current criteria is defined in the "[Scheme Rules](#)".
4. These [Scheme Rules](#) may change at short or no notice on direction of the Minister for Transport and / or Transport Infrastructure Ireland. Where Scheme changes are announced then any resultant variation in scheme operation shall have immediate effect.
5. Only vehicles meeting the criteria set out in the [Scheme Rules](#) shall be eligible for enrolment in the scheme. TollTag.ie reserve the right to immediately remove any vehicle from the scheme should that vehicle be found to be ineligible.

6. Where a vehicle is removed from the scheme by reason of ineligibility, any credit/refunds allocated while that vehicle was ineligible are immediately forfeit and repayable. Repayment shall be made by debiting the applicable customer account.

7. In the event a customer wishes to dispute the application or non application of a discount or the euro amount of such a transaction, customers shall in the first instance and at all times within 60 calendar days of the occurrence of the disputed toll contact customer care on 0818-220107 or support@parkmagic.net.

TollTag.ie will evaluate such disputes and where appropriate, by reference to the [Scheme Rules](#) apply or deny a refund. In the event the customer does not agree with the outcome of their dispute then the customer may appeal their dispute to Transport Infrastructure Ireland who operate the discount scheme at the behest of the Minister for Transport. For the avoidance of doubt, customers understand and accept that appeals lodged later than 60 days after the disputed toll event cannot be entertained.

8. Scheme Limit Warning. When a customers vehicle is within 10% of the scheme limit for a qualifying vehicle Tolltag.ie will use best endeavours to issue an email notification to the customer that they are approaching the discount limits as laid down by the [Scheme Rules](#). The email will be sent to the email associated with the account to which the qualifying vehicles.

9. Communications. From time to time TollTag.ie may need to contact you regarding the operation of the scheme and your participation in it. Upon submitting an application to join this scheme as operated by TollTag.ie you explicitly agree to receive communications from TollTag.ie regarding the scheme.

## Change History

1.0 Release Version 1.0 17/6/18 --- 1.0.1 Typographical updates 20/06/18

2.0 17 April 2019. Introduced Appeals Process. Expanded explanation of acceptance process.

Included description of limit warning email. Included Consent to Communicate

3.0 Scheme renamed as Low Emissions Vehicle Toll Incentive Scheme (LEVTI). New classifications added for Small Public Service Vehicles (SPSVs) and Heavy Duty Vehicles (HDVs)

4.0 SPSV Maximum Annual Refund amended from €1000 to €500

5.0 Scheme extended to 31/12/2023