

Background information on the application for the reimbursement of motorway charges

Only material reasons that have objectively made it impossible to cancel a log-on at a point of payment terminal or via the Internet will be taken into consideration. These include , for example, traffic congestion, road closure, illness, a faulty vehicle, an accident, providing first aid, waiting as a witness at the scene of an accident, a vehicle check, a driving ban, police instructions, the theft of a vehicle, a faulty point of payment terminal.

Proof of the material grounds must be furnished in writing:

- The original log-on receipt or the printout of the log-on confirmation if you have logged on via the Internet must be submitted with the application. If you have logged on several times, the originals of all the log-on receipts must be submitted.
- Proof that a journey was not made or was interrupted must be furnished, for example by submitting an accident report, a medical certificate or an invoice for repair work.

Joint and several liability for the payment of tolls is borne by the driver, the owner or the keeper of the vehicle or by the person determining the use of the vehicle. If reimbursement is made to one of these persons, the Federal Office for Goods Transport shall be exempt from further claims.

A charge is made for processing the application. The charge amounts to 18 euros and is deducted from the sum to be reimbursed.

Applicants who wish to have the sum to be reimbursed paid into an account outside Germany are requested to include the IBAN (International Bank Account Number).