

OFFICIAL SENSITIVE (WHEN COMPLETED)
HOW TO REQUEST A REFUND

Please email each request to vetting.unit@warwickshire.police.uk. We will not be able to action bulk requests. To enable us to action your request in a timely manner, when requesting a refund/ cancellation, please prefix the subject line of the email with 'REFUND' or 'CANCELLATION' and providing the below details.

Please note: We do not automatically issue refunds; these are provided upon request only. We retain £35 as a cancellation/ administration fee from all requests, as per our [Vetting Rates \(April 2026\)](#).

WHAT TO INCLUDE IN YOUR EMAIL REQUEST

Applicant details Full name and an identifier must be included	<ul style="list-style-type: none"> • Full name • Identifier (DOB and/or NI number)
The original transaction type Please include as applicable	<ul style="list-style-type: none"> • NPPV application (please specify the level) • Premium upgrade • SC/CTC upgrade • SC/CTC transfer or share • ID card request • NPPV transfer
Payment ID	<ul style="list-style-type: none"> • This was generated when the original payment was made*
The reason for refund: Please include as applicable	<ul style="list-style-type: none"> • Premium no longer required/generated in error – downgrade to standard application • SC or CTC no longer required/generated in error – downgrade to NPPV only • SC/CTC upgrade no longer required – cancel request • ID card no longer required – cancel request • Web application no longer required – cancel request**

NOTES

*Payment ID – If you cannot provide this, please provide the approximate date/ time payment was made; and the name and email address of the payee to enable us to search the payment portal. Where possible, every effort should be made to obtain the payment ID.

**Web applications are valid for 45 days, if a request to cancel is not received prior to the expiry date, we will be unable to process a partial refund, please refer to page 6 of the [Self Service Guide to Card Pre-Payment](#).

NEXT STEPS: Once a refund has been generated by PNVS, it may take up to 6 days for GOV.UK to issue the refund back to the original card. Once you receive confirmation of a successful refund from PNVS, please refrain from chasing PNVS for a refund until the 6 days have passed.



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