TOWN OF SUFFIELD

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Fire Marshal

Fire Marshal Refund Policy # 004

Department: Office of the Fire Marshal
Policy Number: FM-004
Policy Title: Fire Marshal Refund Policy
Effective Date: June 17, 2026
Approved By: Eric Vincent
Last Revised: _____

Fire Marshal Refund Policy

REFUND POLICY

Refunds may be granted by the Fire Marshal in accordance with Section 107.6 of the Connecticut State Fire Safety Code.

The Fire Marshals refund policy is based on administrative and plan review costs associated with issued permits. For projects that have been issued a permit or are under review, the Fire Marshal's Office will require a written request and a partial refund will be given as follows.

All refunds must be requested within 90 days of the application being received. Refund requests must be reviewed and approved by the Fire Marshal. No refund will be provided for projects that are going forward with a different contractor. The permit is with that property address not the applicant.

Refund requests may be considered under the following circumstances:

- A plan submission or performance test was submitted in error.
- A fee was paid for a service that was later determined not to be required.
- The fee paid exceeds the applicable fee for the project or service.
- The scope of review or testing was significantly reduced prior to the commencement of the review or inspection process.

Fees shall be considered earned once administrative processing or technical review of submitted plans has begun. Administrative processing includes intake of plans, file creation, coordination with the Building Department, preliminary review, and communication with the applicant or design professional.

Once administrative processing or technical review has begun, refunds shall generally not be issued for work already performed.

Partial or full refunds may be considered only upon receipt of a written request to withdraw an application, submitted prior to the substantial completion of the review process, and only in cases where portions of the requested service have not yet been performed.

All refund requests shall be evaluated on a case-by-case basis in accordance with the following criteria:

- **100% Refund**
  - The plan submission or performance test was submitted in error.
  - A fee was paid for a service that is subsequently determined to be unnecessary.
- **50% Refund**
  - The fee paid exceeds the applicable fee for the project or service.
  - The scope of the review or testing is significantly reduced prior to the commencement of the review or inspection process.

Non-Refundable Costs

Administrative costs incurred in the processing, intake, and initial review of applications shall not be refundable. The Fire Marshal reserves the right to deduct such costs from any approved refund.

Effective Date

This policy shall take effect upon approval by the appropriate municipal authority.