



Welcome to Discover Pass Customer Service

Thank you for your support of Washington State public lands through your purchase of a Discover Pass!

We understand that you may have questions about your Discover Pass or that you may experience issues that require attention. We're here to help!

If you have general questions about the Discover Pass, please read our Frequently Asked Questions at www.DiscoverPass.wa.gov, or call 1-866-320-9933.

If you need a replacement or refund for your pass, please see our business rules on the next page for a quick reference on how we handle various customer service situations. The phone number to call depends on where you purchased your pass.

- If you purchased your Discover Pass through one of our 600 WILD fishing/hunting licensing locations or through the Washington Department of Fish and Wildlife, please call toll-free 1-866-320-9933. Service is provided 24 hours a day.
- If you purchased your Discover Pass at a Washington state park, through the Camis campground reservation system or if you purchased your Discover Pass when renewing your vehicle registration through the Washington State Department of Licensing, please call toll-free 1-844-271-7041 (8 a.m. to 4:30 p.m. Monday through Friday). Or simply follow the instructions on the following "Replacement Request" or "Refund Request" pages.

Enjoy Washington's great outdoors in 2015!



DISCOVER PASS CUSTOMER SERVICE QUESTIONS

CAN I GET A REPLACEMENT OR REFUND FOR MY DISCOVER PASS?		
1	My pass has been lost or stolen.	Sorry, we cannot replace or refund lost or stolen passes.
2	I changed my mind about buying a Discover Pass.	YES, if within 30 minutes of buying at a state park, or within 60 minutes of buying at a WILD Dealer or WDFW toll-free number.
3	I did not receive my pass via mail when purchased through the internet (Dept. Fish & Wildlife, DOL licensing or park reservations).	If purchased through WDFW, 1-866-320-9933. If purchased through DOL or State Parks, call 1-844-271-7041 or www.MyDiscoverPass.com .
4	My pass is faded or curled from sunlight but license plate number & expir. date are legible.	<p>If purchased through WDFW, call 1-866-320-9933.</p> <p>If purchased through DOL or State Parks, call 1-844-271-7041 or simply complete and submit the attached "REPLACEMENT REQUEST FORM" with the required documents.</p>
5	My license plate number has changed due to sale or purchase of vehicle.	
6	My license plate number changed due to DOL requirement, damaged or vanity plates.	
7	My pass has an incorrect license plate number written by seller.	
8	My pass has an incorrect expiration date written by seller.	
9	I purchased my pass through DOL vehicle license plate renewal and have inadvertently purchased multiple passes.	
10	I have a State Parks Pass (Disability; Disabled Veteran; Limited Income Senior Citizen; or Foster Family).	<p>If purchased through WDFW, call 1-866-320-9933.</p> <p>If purchased through DOL or State Parks, call 1-844-271-7041 or simply complete and submit the attached "REFUND REQUEST FORM" with the required documents.</p>
11	I no longer need my annual pass due to military deployment.	



DISCOVER PASS REPLACEMENT REQUEST FORM

REQUEST FOR A REPLACEMENT OF MY DISCOVER PASS	
Please check the reason for your request:	Please enclose the following documents:
My pass is faded or curled from sun exposure but license plate & expiration date are legible.	Attach your actual Discover Pass for a replacement to be sent by mail.
My license plate number has changed due to sale or purchase of vehicle.	Attach your actual Discover Pass AND a copy of your old AND new vehicle registrations for a replacement to be sent by mail.
My license plate number changed due to DOL requirement, damaged or vanity plates.	Attach your actual Discover Pass AND a copy of your old AND new vehicle registrations for a replacement to be sent by mail.
My pass has an incorrect license plate number written by seller.	Attach your actual Discover Pass AND a copy of your vehicle registration for a replacement to be sent by mail.
My pass has an incorrect expiration date written by seller.	Attach your actual Discover Pass AND proof of purchase showing correct date for a replacement to be sent by mail.
I purchased my pass through DOL vehicle license plate renewal and have inadvertently purchased multiple passes.	Attach your actual 'extra' Discover Pass and a <u>copy</u> of the original pass you will keep; your 'extra' pass will be reissued to expire a year after your first one expires.

Customer Name (print first, last): _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: (_____) _____ Email: _____

Send this form (or similar form) with the required information and attachments to:

DISCOVER PASS REPLACEMENTS

DCG ONE
4401 EAST MARGINAL WAY S
SEATTLE, WA 98134

For office use only:

Date:	By:		New pass #
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DISCOVER PASS REFUND REQUEST FORM

REQUEST FOR A REFUND OF MY DISCOVER PASS	
Please check the reason for your request:	Please enclose the following documents:
I have a Washington State Parks Discount Pass (Disability, Veteran's Disability, Limited Income Senior Citizen or Foster Family).	Attach your actual Discover Pass AND a copy of your discount pass (or Foster Family letter) for a refund to be sent by mail.
I no longer need my annual pass due to military deployment.	Attach your actual Discover Pass AND a copy of your deployment orders for a refund to be sent by mail.
Other:	Attach your actual Discover Pass AND supporting documentation for a refund to be sent by mail.

Customer Name (print first, last): _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: (_____) _____ Email: _____

Send this form (or similar form) with the required information and attachments to:

DISCOVER PASS REFUNDS
STATE PARKS BUSINESS DEVELOPMENT
1111 ISRAEL ROAD SW
OLYMPIA, WA 98501

For office use only:

Date:	By:	Amount:	Refund #
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