



# An tSeirbhís Náisiúnta Tástála Carranna National Car Testing Service

## NCTS On-Line Prepayment Facility Frequently Asked Questions

**1. When is the test fee taken from my credit/debit card?**

The test fee is deducted in full from your credit/debit card once the booking has been confirmed.

**2. How many times can my credit/debit details be entered incorrectly?**

You will have 3 attempts to enter your credit/debit card details correctly.

**3. How much time do I have to complete the payment?**

You have 15 minutes to complete the payment.

**4. What happens if I reschedule my prepaid test for the same test centre?**

If you reschedule your prepaid test with more than 5 working days' notice the prepayment will follow to the next booking. If you are rescheduling with less than 5 working days (Mon-Fri not including the day of the test) notice the prepayment will follow and you will incur a reschedule fee of €24.00 for a periodic inspection or €16.00 for a re-inspection at the time of rearranging.

All above fees are inclusive of VAT and may be subject to change

**5. What happens when I cancel my prepaid test?**

If you cancel your prepaid test with more than 5 working days' notice the prepayment will be refunded. However, if you cancel your prepaid test with less than 5 working days (Mon-Fri not including the day of the test) notice you will forfeit €24.00 for a periodic inspection or €16.00 for a re-inspection (Inclusive of VAT and may be subject to change) of the fee you've already paid, and the balance will be refunded. A cancellation email with payment receipt will be emailed to you notifying you of the cancellation charge and amount to be refunded.

**6. What happens if I do not show up for my prepaid test?**

You will forfeit €24.00 for a periodic inspection or €16.00 for a re-inspection (Inclusive of VAT and maybe subject to change) of the fee you've already paid, and the balance will be refunded. A cancellation email and payment receipt will be emailed to you to notify you of this charge and amount to be refunded.

**7. What happens if I close the browser before I complete a payment?**

If you confirm a booking but close the browser before completing the payment. Then the booking will be cancelled after half an hour.



# An tSeirbhís Náisiúnta Tástála Carranna National Car Testing Service

## **8. How will I know my booking is confirmed?**

You will receive a confirmation email to the email address provided.

## **9. What payment types are accepted?**

Mastercard, Visa, Maestro and Debit cards are accepted.

## **10. How will the payment appear on my bank statement?**

It will appear as Applus Inspection Service Ireland Limited however, this will depend on your bank.

## **11. What if I am incorrectly charged?**

If you feel you have been incorrectly charged, then please write to our customer services department at the following address noted below or email us at [info@ncts.ie](mailto:info@ncts.ie)

National Car Testing Service

Lakedrive 3026,

Citywest Business Campus,

Naas Road,

Dublin 24

Outlining the reason why you feel you were incorrectly charged, please include your registration number and contact details.

## **12. What if I bring my vehicle in for testing early?**

If the vehicle is being presented at the centre you made the booking for then the payment will be accepted, and the original booking will be cancelled.

## **13. What happens if I bring a different vehicle to the NCT test, instead of the vehicle I have a prepaid booking for?**

If a different vehicle is presented to the test centre you will be required to make a new payment for the vehicle presented and the vehicle which was not presented will forfeit €24.00 for a periodic inspection or €16.00 (inclusive of VAT and may be subject to change) for a retest inspection of the fee paid at the time of booking and the balance will be refunded.