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The unofficial consolidated text of the General legal act on toll collection encompasses:

- General legal act on toll collection (Official Gazette of the Republic of Slovenia, No 178/21 of 12 November 2021),
- Amendments to the General legal act on toll collection (Official Gazette of the Republic of Slovenia, No 69/22 of 17 May 2022).

GENERAL LEGAL ACT on toll collection

(unofficial consolidated text No. 1)

I. GENERAL

1. **Contents of the General legal act**

This legal act governs:

- in respect of toll collection for motor vehicles with a maximum authorised mass exceeding 3,500 kilograms, irrespective of the maximum authorised mass of the trailer vehicle (hereinafter “vehicles with a MAM exceeding 3,500kg), the procedure of customer and vehicle registration on the web portal or at a DarsGo service point, identification of the EURO emission class for the vehicle, the acquisition of an on-board unit or OBU (hereinafter “DarsGo unit”), toll prepayment and postpayment options, credit validity, advance and retrospective payment of tolls, changes to customer and vehicle data, use of the DarsGo unit, the provision of data on toll transactions and tolls charged as well as the option of subsequent toll collection;
- in respect of toll collection for motor vehicles with a maximum authorised mass not exceeding 3,500 kilograms, irrespective of the maximum authorised mass of the trailer vehicle (hereinafter “vehicles with a MAM not exceeding 3,500kg”), the procedure for issuing an electronic vignette and therewith related rights and obligations of a toll payer, the enforcement of purchase consideration refund in case of withdrawal from the sales contract or the deregistration of a vehicle, the procedure to be conducted in case of the theft, destruction or loss of registration plates to which an electronic vignette is linked, the time limit for the option to purchase an individual electronic vignette in advance, the procedure to enforce any corrections to an electronic vignette already issued and the verification of an electronic vignette expiry by a toll payer.

2. Definitions

Individual expressions used in this General legal act shall have the following meanings:

- fuel card is a payment card most commonly for the payment of services in freight traffic, which is issued by oil companies or specialised card issuers;
- electronic vignette ID is a system-generated combination of numbers that defines a specific electronic vignette in the electronic vignette system;
- authorised electronic vignette vendor is a legal entity with which the toll road operator has concluded a contract for the sale of electronic vignettes;
- financial transaction confirmation is a certificate confirming the payment of credit by fuel card;
- electronic vignette purchase certificate is a document given to the customer upon the purchase of each electronic vignette and confirming its purchase; it contains data on the vehicle registration

- number, country of registration of the vehicle to which the electronic vignette is linked, and data on the electronic vignette;
- data confirmation certificate is a document given to the customer before an electronic vignette is issued to check the accuracy of the entered vehicle registration number and country of registration, toll class, type of electronic vignette and its effective date; the customer confirms the accuracy of the data by signing the certificate in manuscript;
 - customer account is the user account of a customer who uses the free-flow electronic tolling system (hereinafter “DarsGo system”); vehicle accounts are linked to the customer account;
 - vehicle account is an account that is opened for each vehicle registered in the DarsGo system;
 - electronic vignette system is an information system of the toll road operator where data is stored about electronic vignettes, vehicle registration numbers exempt from tolls and other data required by the toll road operator to conduct time-based tolling;
 - online shop is the toll road operator’s web portal enabling the online purchase of electronic vignettes and the use of therewith related functionalities;
 - blacklist is a list of DarsGo units with which it is not possible to carry out tolling procedures;
 - customer, within the DarsGo system, is a legal entity or natural person using the DarsGo system and, within the time-based tolling system, a toll payer who purchases the prescribed electronic vignette for the use of toll roads;
 - valid electronic vignette is an electronic vignette that has the same record of the vehicle registration number and vehicle registration country as written on the registration plates of the vehicle for which it was issued, is of the relevant toll class and is used during its validity.

Expressions used in this General legal act that are not defined in the previous paragraph shall have the same meanings as in the regulations governing road tolling, roads, motor vehicles and road traffic rules.

II. DarsGo SYSTEM

3. Brief description of the DarsGo system

Distance-based toll collection is conducted using the electronic tolling system in free traffic flow.

The entire motorway and expressway network (hereinafter “toll road”) subject to toll collection is broken down into individual toll sections, whereby tolls are collected for each section separately. The proper payment of tolls is conditioned on a functioning DarsGo unit customised to the specific vehicle (by way of the specific registration number recorded in the DarsGo unit) which is correctly installed on board the vehicle at all times, and on the correctly set axle number of the vehicle or group of vehicles for a particular drive.

Tolling devices are set up in between individual toll road junctions. Those are tolling points where tolls are charged for the toll road section travelled.

When a vehicle passes a tolling point, microwave communication is set up between a DarsGo unit and tolling devices providing data for toll collection for the use of toll roads.

4. Obligation to pay tolls

To pay tolls, a customer obtains a DarsGo unit and installs it on board the vehicle before entering the toll road. Exceptionally, it is permitted to obtain a DarsGo unit after entering the toll road if the vehicle is entering the Republic of Slovenia from some other country directly along the toll road. In such a case, the customer shall obtain a DarsGo unit at the first customer service point in the direction of driving (hereinafter "DarsGo service point") after entering the Republic of Slovenia.

All toll roads subject to toll collection within the DarsGo system are marked with traffic signs pursuant to the regulation governing traffic signs and equipment on roads.

The electronic tolling of vehicles with a MAM exceeding 3,500kg is conducted within the DarsGo system on all traffic lanes that can be used by such vehicles as indicated by traffic signs.

4.1 Toll exemptions

Tolls shall not be paid for the transports laid down in the act governing road tolling. Vehicles for transportations exempt from tolls need no DarsGo unit. The following applies:

- the foreign military vehicles listed in indent 3 of paragraph 1 of Article 9 of the Road Tolling Act (Official Gazette of the Republic of Slovenia, No 24/15, 41/17 and 158/20; hereinafter "ZCestn") must be announced by completing the sample form "Prior notification of foreign armed forces transportation", as specified in Annex 1, which is an integral part of this General legal act. The completed sample form shall be sent to the Toll Inspection Operational Centre at occn@dars.si at least 24 hours before foreign military vehicles enter the toll road network;
- vehicles transporting humanitarian aid to those affected in peace or war as listed in indent 4 of paragraph 1 of Article 9 of the ZCestn must be announced by completing the application as specified in Annex 2, which is an integral part of this General legal act. The application is to be completed on the toll road operator's web portal or sent to the email address occn@dars.si or by fax to the number: +386 5 700 25 08. If exempt from tolls and properly announced, such vehicles need no DarsGo unit within the DarsGo system.

4.2 Toll collection when towing broken-down motor vehicles

When towing a broken-down or damaged vehicle with a MAM exceeding 3,500 kg on the toll road, the towing and towed vehicles must be furnished with a functioning DarsGo unit.

If the broken-down vehicle is loaded onto another vehicle, the vehicle placed onto the other vehicle shall be considered as freight. In such a case, the customer shall alone make sure that the DarsGo unit is removed from the broken-down vehicle or, rather, that data exchange between the DarsGo unit and the tolling devices is prevented, otherwise the customer shall not be entitled to a refund of the overpaid toll. This is done by wrapping the DarsGo unit with aluminium foil at least three times.

5. Use of the DarsGo tolling system

All vehicles with a MAM exceeding 3,500 kg other than vehicles exempt from tolls pursuant to the act governing road tolling must be furnished with a functioning DarsGo unit to use the toll roads. A DarsGo unit and the rules for its use are described in point 6 of this General legal act.

- Before using the DarsGo system, customers shall:
- log in to the DarsGo system (registration of the customer, customer account and vehicle account);
 - obtain a DarsGo unit as laid down in point 5.2 of this General legal act;
 - select the payment method provided by the toll road operator;
 - correctly install the DarsGo unit on board the vehicle for which it was issued;
 - check the functioning of the DarsGo unit and the accuracy of the vehicle axle number setting.

5.1 *Registration for the use of the DarsGo system*

- Registration for the use of the DarsGo system can be arranged at:
- a DarsGo service point,
 - the web portal www.darsgo.si.

5.1.1 DarsGo service point

- The DarsGo service point enables toll payers:
- inclusion in the DarsGo system by way of customer and vehicle registration;
 - acquisition and return of a DarsGo unit;
 - payment for credit using cash, credit card, debit card or fuel card and the linking of the vehicle account to the selected fuel card for the postpayment of tolls;
 - retroactive and advance payment of tolls;
 - acquisition of information in relation to the DarsGo system.

The locations of DarsGo service points are published on the web portal www.darsgo.si.
DarsGo service points are marked at all locations uniformly as shown in Figure 1.



Figure 1: Certificate of a DarsGo service point

5.1.2 Procedure for customer and vehicle registration at a DarsGo service point

Customer and vehicle registration at a DarsGo service point can be conducted by the legal representative of the legal entity or some other person (ordinarily the driver), for which they need no power of attorney from the legal entity.

5.1.2.1 Customer registration

At a DarsGo service point, the customer shall provide the following information:

- for the legal entity: name, address, tax number and, optionally, contact information;
- for natural persons: name, surname and address.

5.1.2.2 Vehicle registration

At a DarsGo service point, the customer shall provide the following information about the vehicle:

- vehicle registration number,
- axle number of the towing vehicle, and
- EURO emission class.

During the vehicle registration procedure, the customer submits the vehicle registration certificate or an equivalent document issued in the country of motor vehicle registration by the body authorised to issue such documents. If data on the EURO emission class for the vehicle is not evident from the vehicle registration certificate, the customer shall submit the following documents demonstrating such data:

- a document confirming the conformity of production issued in the country of motor vehicle registration by the body authorised to issue such documents;
- proof of compliance with the technical and security requirements for the motor vehicle issued in the country of motor vehicle registration by the body authorised to issue such documents;
- certificate of conformity (hereinafter "COC") pursuant to Regulation (EU) 2018/858 of the European Parliament and of the Council of 30 May 2018 on the approval and market surveillance of motor vehicles and their trailers, and of systems, components and separate technical units intended for such vehicles, amending Regulations (EC) No 715/2007 and (EC) No 595/2009 and repealing Directives 2007/46/EC (OJ L 151, 14.6.2018, p. 1);
- certificate of the vehicle manufacturer if the assigned EURO emission class cannot be proven with the documents and proof listed in this paragraph, whereby such a certificate shall be issued by the vehicle manufacturer or a person authorised by the vehicle manufacturer.

Certificates of EURO emission classes for vehicles need not be submitted for vehicles registered in the Republic of Slovenia, because Družba za avtoceste v Republiki Sloveniji d.d. (hereinafter "DARS d.d.") shall obtain them by accessing the vehicle register.

5.1.2.3 Determining the axle number of the towing vehicle

With the help of the customer and evidence listed in the previous point, an employee at a DarsGo service point shall determine and enter into the DarsGo system the actual axle number of the towing vehicle.

5.1.2.4 Determining the EURO emission class

Each vehicle registered in the DarsGo system must have a EURO emission class specified for the vehicle. A suitable EURO emission class is determined in the vehicle registration procedure and is stored in the DarsGo system. A DarsGo service employee ascertains the suitable EURO emission class from the documents listed in paragraph 2 of point 5.1.2.2 hereunder, enters it into the DarsGo system and scans the supporting document.

Vehicles for which data on EURO emission classes are not available or for which no suitable supporting document is submitted shall fall within EURO emission class 0.

To change the EURO emission class for a vehicle after registering it in the DarsGo system, the customer shall request a change and send the supporting documents referred to in point 5.1.2.2 hereunder:

- by email at ccs@darsgo.si or
- by post to the address DARS d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana.

The Tolling System Centre (hereinafter "TSC") shall confirm the suitability of the supporting documents sent within 30 days of receiving them. A DarsGo unit alerts the customer while passing a tolling point with a sound signal (4 beeps) to stop at the first DarsGo service point with the DarsGo unit in order to finalise the changed EURO emission class. When the change of the EURO emission class for the vehicle has been finalised at a DarsGo service point, the relevant toll rates are charged pursuant to the tolling price list.

If it is established during document verification that the submitted documents supporting the EURO emission class are not appropriate, the customer is notified and the vehicle account is blacklisted. At a tolling point, the DarsGo unit alerts the driver with a sound signal (4 beeps) that it has been blacklisted. If a DarsGo unit is blacklisted, the customer shall be considered as an offender against the road tolling rules and shall be subject to minor offence proceedings conducted by toll inspection. In such a case, the customer account shall be debited for all distances travelled, i.e. by the amount of the toll for the EURO emission class evident from the documents. If the EURO emission class is not evident from the documents, the customer account shall be debited by the amount of the toll for EURO emission class 0 until the suitable EURO emission class is determined.

If the EURO emission class originally assigned to a vehicle is lower than the actual one, the overpaid toll for the period of the registered lower EURO emission class shall not be refunded.

For each change of the EURO emission class, it is necessary to visit a DarsGo service point and submit the DarsGo unit, so that the EURO emission class is recorded in it.

5.1.3 The customer and vehicle registration procedure on the www.darsgo.si web portal

The customer and vehicle registration procedure is the same as for registration at a DarsGo service point, whereby the customer shall alone provide the following information and enter it on the www.darsgo.si web portal:

- legal entity: name, address and tax number;
- natural persons: name, surname and address;
- vehicle: vehicle registration number, the number of axles of the towing vehicle and the EURO emission class.

In the procedure to register a vehicle on the www.darsgo.si web portal, the customer can upload a scan or snapshot of the vehicle registration certificate and evidence of the EURO emission class in the DarsGo system. For vehicles registered in the Republic of Slovenia, the customer may upload a scan or snapshot of the vehicle registration certificate.

When a customer registers on the www.darsgo.si web portal and registers all the vehicles for which they wish to obtain DarsGo units, they may print a certificate with which they may then, after paying the cost of DarsGo unit issue in the amount set in the tolling price list, collect a DarsGo unit at any DarsGo service point.

If a customer wishes to collect DarsGo units at any of the DarsGo service points but did not upload the documents upon registration on the web portal, they shall submit the relevant documents at the DarsGo service point.

If a customer with its registered office in the European Union wishes to receive DarsGo units by post, they shall upload the scanned documents on the www.darsgo.si web portal and pay the cost of DarsGo unit issue by debit or credit card. Customers with their registered office outside the European Union can receive DarsGo units by post if they wish to receive them at an address in the European Union.

5.1.3.1 Verification of the EURO emission class certificate

The accuracy of the EURO emission class determined for a vehicle shall be verified in the TSC. If it is possible to confirm a particular EURO emission class based on the documents submitted by the customer, the verification of the supporting documents shall be completed and the specified EURO emission class shall be definitively confirmed in the DarsGo system.

If the documents submitted by the customer are false, illegible or incomplete, DARS d.d. shall request that the missing or incomplete documents be supplemented.

5.2 Acquisition of a DarsGo unit

After customer and vehicle registration are completed, the customer may obtain a DarsGo unit at a DarsGo service point or by post if the vehicle registration was conducted on the www.darsgo.si web portal.

After logging into the DarsGo system and before or upon collecting each DarsGo unit, the customer shall pay the cost of DarsGo unit issue as set in the tolling price list.

A DarsGo unit shall only be issued for a vehicle that is properly registered for the use of the DarsGo system and for which the cost of issue has been settled. A DarsGo unit cannot be transferred from one vehicle to another and must be installed on board the vehicle for which it was issued.

After customer and vehicle registration are completed and a DarsGo unit has been issued, the customer shall receive a declaration of accession, and checks and confirms by signing it, that:

- all data about the customer is true;
- the vehicle registration number matches the vehicle registration number recorded in the declaration of accession and hence the DarsGo unit;
- the actual number of axles of the towing vehicle matches the number of axles in the declaration of accession;
- the assigned EURO emission class indicated in the declaration matches the actual EURO emission class registered by the customer and as evident from the supporting documents.

If the customer establishes upon the collection of the DarsGo unit and submission of the declaration of accession or at any time later that their vehicle has been assigned a wrong EURO emission class, a wrong vehicle registration number, a wrong number of axles of the towing vehicle or any other error in customer data, they are required to immediately request the entry of the true data:

1. at a DarsGo service point if the error is established upon collection;
2. at a TSC if the error is discovered later or after the collection of a DarsGo unit by post:
 - by email: ccs@darsgo.si,
 - by ordinary post: DARS, d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana,
 - by fax: + 386 1 518 8 320,
 - by phone: + 386 1 518 8 454.

5.2.1 Theft, loss, finding and blacklisting of a DarsGo unit

The customer shall inform the DARS d.d. toll call centre of any theft or loss of a DarsGo unit at the phone number +386 1 518 8 350 or email address info@darsgo.si. In doing so, they shall indicate the registration number and the unique vehicle account number held by a particular customer (hereinafter "PAN"). If a DarsGo unit is reported stolen or lost, the unit shall be blacklisted. Such a DarsGo unit can no longer be used to pay tolls.

At the customer's request, a new DarsGo unit may be issued for a vehicle for which a DarsGo unit has already been issued, and shall be subject to the payment of the cost of issue of the second DarsGo unit. In such a case, the unit issued first shall be blacklisted.

If a stolen or lost DarsGo unit is found, it is possible to reactivate it if no new DarsGo unit has already been issued for the same vehicle. The reactivation shall be arranged at a TSC upon the submission of the DarsGo unit ID and PAN. If a stolen or lost DarsGo unit is found after a new DarsGo unit has been issued, the (old) DarsGo unit found must be returned by post to the address: DARS, d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana, or in person at a DarsGo service point.

5.3 Toll payment

Before the initial use of the DarsGo system, it is necessary to provide adequate financial coverage for toll payment. Tolls can be paid by way of credit in the vehicle account (prepayment mode) or subsequent payment based on an invoice (postpayment mode).

5.3.1 Prepayment of tolls

Before using the DarsGo unit, the customer must top up credit in the vehicle account.

Credit can be topped up:

1. at a DarsGo service point (cash, credit card, debit card or fuel card) or
2. on the www.darsgo.si web portal:
 - by creating a quotation and remitting funds to the bank account of DARS d.d. listed on the quotation, or
 - with payment by credit or debit card.

The list of supported credit, debit and fuel cards for the prepayment mode is published on the web portal www.darsgo.si.

When using toll roads, the balance in the vehicle account is reduced by the amount of the toll to be paid for each toll section travelled. When the credit balance in the vehicle account falls below a certain limit, which may also be set by each customer alone on the www.darsgo.si web portal (although not below €25.00), the DarsGo unit alerts the driver while passing a tolling point with a sound signal (2 beeps) that the credit in the vehicle account is still positive, but is nearing €0.00, and that new credit needs to be paid to continue driving along the toll road.

If there is no credit in the vehicle account or if the credit balance in the vehicle account does not suffice for the payment of the toll for the toll section travelled, partial or no toll payment shall be effected upon passing a tolling point. The DarsGo unit shall alert the driver with a sound signal (4 beeps) that the toll payment was not achieved, in part or in full. The driver should then visit the first DarsGo service point on their way, settle

the unpaid toll and top up the necessary credit in order to continue driving along the toll road.

If the customer tops up the credit balance at a DarsGo service point using a petrol card, they shall receive a financial transaction confirmation, while the invoice shall be issued by the selected fuel card issuer under the terms and within the periods set by the fuel card issuer. If credit is paid in by cash, credit card or debit card, the customer shall receive the invoice at the DarsGo service point.

5.3.1.1 Credit validity

The vehicle credit and account shall be valid for two years following the last payment or for two years following the last use of a particular DarsGo unit. An expired vehicle account cannot be reactivated and the refund of the remaining credit in the account cannot be claimed.

5.3.2 Postpayment of tolls

In the toll postpayment mode, tolls can be paid:

- by linking the vehicle account with a fuel card or
- by concluding an agreement on deferred toll payment with DARS d.d.

5.3.2.1 Postpayment of tolls in relation to a fuel card

At a DarsGo service point, the customer may link a fuel card with the vehicle account upon the first registration of a vehicle in the DarsGo system, or at any time later may change the prepayment mode to the postpayment mode or replace a fuel card for the postpayment of tolls with some other fuel card.

Before a DarsGo unit and fuel card are linked to postpayment mode, the employee at a DarsGo service point shall check the validity of the fuel card. They shall also check whether the customer's vehicle account has negative balance, which must be settled by the customer before transferring to the postpayment mode. If the link is permitted, it shall be conducted. The customer shall receive an invoice for the toll charged from the fuel card issuer pursuant to the general terms and conditions of the card issuer.

If a customer's fuel card is blacklisted by the fuel card issuer, the DarsGo unit to which the fuel card is linked shall be blacklisted within the scope of the DarsGo system. While passing a tolling point, the DarsGo unit alerts the driver with a sound signal (4 beeps). In such a case, the customer should stop at the first DarsGo service point and top up the credit in the vehicle account or link it with some other fuel card.

A list of fuel cards that may be linked to the vehicle account is published on the www.darsgo.si web portal, while the information in that respect can also be obtained at the call centre at the phone number +386 1 518 8 350 and at DarsGo service points.

5.3.2.2 Postpayment of tolls by concluding an agreement on deferred toll payment with DARS d.d.

Upon concluding an agreement on deferred toll payment, the entire procedure shall be arranged at a TSC.

In such a case, an agreement on deferred toll payment shall be concluded between the customer and DARS d.d. for the settlement of the customer's liabilities for monthly toll expenditure and other services (e.g. the cost of DarsGo unit issue). Customers who are required to deliver a bank guarantee to DARS d.d. after signing an agreement on deferred toll payment must ensure that the bank guarantee has the same validity period as the agreement plus another 90 days following the termination of the agreement. After the expiry of the first two years, DARS d.d. may extend the agreement with the customer without a bank guarantee if suitable payment discipline has been demonstrated and if the customer has an above-average credit rating. Otherwise, the bank guarantee shall still be requested. Under such an agreement, DARS d.d. shall charge tolls to the customer on a monthly basis for the previous accounting period.

If the customer fails to settle an invoice in due time, all DarsGo units linked to the agreement shall be blacklisted. Upon passing a tolling point, the driver is alerted with a sound signal (4 beeps) that a particular DarsGo unit has been blacklisted. The driver shall be required to top up the credit at the first DarsGo service point on their way by cash, fuel card, credit card or debit card. Such a DarsGo unit cannot be linked at a DarsGo service point to a fuel card for postpayment mode. When outstanding liabilities for the previous period have been settled, all DarsGo units that were in the postpayment mode based on an agreement on deferred toll payment may be reactivated in postpayment mode. The customer must request the reactivation in writing and send the request by ordinary post to the address DARS, d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana, or by email to the address ccs@darsgo.si.

5.4 Retroactive and advance payment of toll

A toll payer who enters the Republic of Slovenia directly along the toll road with a vehicle that has no DarsGo unit on board yet may drive to the first DarsGo service point to obtain one. The toll payer shall register the customer and the vehicle at the first possible DarsGo service point, obtain a DarsGo unit, pay tolls for the distance already travelled and provide financial coverage for subsequent toll payments.

Retroactive toll payment is also necessary if the customer establishes that:

- it has used the toll road with the number of axles set too low in the DarsGo unit or
- the DarsGo unit stopped functioning while on the road.

A customer that is not registered in the DarsGo system, has no DarsGo unit and is stopped within the scope of toll inspection shall be registered in the DarsGo system by the toll inspector and referred to a DarsGo service point where the customer shall obtain a DarsGo unit. In doing so, the customer shall pay tolls for the distance already travelled. If the customer fails to obtain a DarsGo unit and is again stopped within the scope of a toll inspection, they shall pay the toll to the toll inspector for the distance already travelled.

A customer who intends to stop using the toll road may return the DarsGo unit before they leave the toll road by stopping at the last DarsGo service point on the toll road before exiting the toll road and paying in advance toll for the distance to be travelled from the DarsGo service point to the exit from the toll road as indicated upon the return of the DarsGo unit. If the customer fails to leave the toll road at the exit indicated upon the return of the DarsGo unit and is stopped within the scope of toll inspection, the toll inspector shall charge the customer toll for the unpaid distance travelled.

5.5 Changing customer and vehicle data

Upon customer registration in the DarsGo system, the system stores the data requested in the registration procedure as defined in points 5.1.2 and 5.1.3 of this General legal act.

The customer shall inform DARS d.d. of any change to the stored customer or vehicle data as soon as the change occurs or no later than before the next use of the toll road. The customer shall inform DARS d.d. about any change of customer data (name, address, tax number) and vehicle data (vehicle registration number, the number of axles of the towing vehicle and the EURO emission class) and submit the relevant supporting documents:

- by email at ccs@darsgo.si,
- by fax at: +386 1 518 8 320,
- by phone at: +386 1 518 8 454,
- by post to the address DARS d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana.

In case of changes to vehicle data, the customer must visit a DarsGo service point and ensure that the changed data is recorded in the DarsGo unit before entering the toll road network in the Republic of Slovenia with the vehicle. In doing so, it shall sign and receive a new declaration of accession, whereby the previous declaration shall cease automatically.

If the vehicle registration number is changed for a vehicle, the customer shall obtain a new DarsGo unit and return the old one. By changing the vehicle registration number, the customer shall register a vehicle anew in the DarsGo system and pay the cost of DarsGo unit issue as set in the tolling price list.

If the customer fails to change the vehicle data referred to in paragraph 3 of this point in due time and properly, this may lead to incorrect toll payment.

DARS d.d. can alone rectify or, rather, supplement the data stored in the DarsGo system if it finds inconsistencies during verification or toll inspection procedures. This shall in particular apply in cases where the driver or owner of the vehicle is not complying with the obligation to notify changes to the data stored in the DarsGo system immediately. If the change involves vehicle data, the customer will be alerted while passing a tolling point with a sound signal (4 beeps) to stop at the first DarsGo service point, where the rectified data will be recorded in the DarsGo unit.

5.6 Provisions applicable to the change of vehicle owner or user

5.6.1 Sale and rental of vehicles

5.6.1.1 Sale of a vehicle

If the owner sells their vehicle for which a DarsGo unit has been issued, they shall return the DarsGo unit as laid down in point 3.9 of this General legal act. If the customer fails to do so and sells the vehicle together with the DarsGo unit, the seller shall be liable for the charge and payment of any future passages of the vehicle through tolling points (hereinafter "toll transaction") with such a DarsGo unit.

The buyer of the vehicle shall create a new customer and vehicle registration for the use of the DarsGo system and obtain a new DarsGo unit before using the toll road for the first time.

5.6.1.2 Rental of a vehicle without a DarsGo unit

The vehicle lessee shall be registered for the use of the DarsGo system and shall obtain a DarsGo unit. Upon the end of the lease relationship, the lessee shall return the DarsGo unit as laid down in point 5.9 of this General legal act.

5.6.1.3 Rental of a vehicle with the pertaining DarsGo unit

The rental of a vehicle together with a DarsGo unit shall be possible, whereby the lessor shall be held responsible for any outstanding tolls incurred by such a vehicle and DarsGo unit.

5.7 Test registration plates

Vehicles with test registration plates shall be registered in the DarsGo system and shall obtain a DarsGo unit for the use of toll roads.

Upon the registration of the vehicle referred to in the previous paragraph in the DarsGo system, the following documents shall be submitted:

- permission for a test drive with the vehicle identification number (VIN) and the validity period entered in it;
- evidence of vehicle compliance or the EC certificate of conformity (COC).

When registration plates are obtained for such a vehicle, the customer shall stop at a DarsGo service point with a DarsGo unit and have the correct vehicle registration number recorded in the DarsGo unit.

In case of permanent test plates, EURO emission class 0 shall be recorded in the DarsGo system for such plates.

5.8 Transfer of registration plates to another vehicle

When transferring registration plates from one vehicle to another vehicle from a country in which such a transfer is permitted, or when transferring the registration plates of the selected number, it is necessary to arrange for the change of vehicle registration for the use of the DarsGo system upon each transfer of such plates to another vehicle, i.e. by notifying DARS d.d. at the email address ccs@darsgo.si or phone number +386 1 518 8 454.

5.8.1 Interchangeable registration plates (applicable to vehicles registered in countries where this is possible)

Vehicles that have been assigned interchangeable registration plates shall fall within the EURO emission class of the vehicle that falls within the lowest EURO emission class. The number of axles of the towing vehicle with the lowest axle count shall be entered in the DarsGo system.

5.9 Return of a DarsGo unit and the refund of any remaining credit

The return of a DarsGo unit and the refund of unused credit at the customer's request shall be considered as deregistration from the DarsGo system.

A DarsGo unit may be returned at a DarsGo service point or by post at the address DARS, d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana.

If a DarsGo unit is no longer available due to theft or loss and the vehicle account still has an unused credit balance, the customer shall request its refund by way of a written application sent to the

TSC at the email address ccs@darsgo.si or by post at the address DARS d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana.

Before sending a DarsGo unit by post or while driving along the toll road, it is necessary to prevent data exchange between a DarsGo unit and tolling devices. To that end, it is necessary to wrap the DarsGo unit with aluminium foil at least three times. If the customer fails to prevent data exchange in such a way, the toll collected shall not be refunded.

If a vehicle account still has an unused credit balance upon the return of a DarsGo unit, the credit shall be refunded to the customer, whereby any receivables and the cost of the refund procedure as set in the tolling price list shall also be settled. Credit may only be refunded to the customer account if:

- the customer notifies the name of the legal entity/name and surname, address, postcode, name of bank, transaction account number (IBAN), and the bank's SWIFT (BIC) code;
- the unused credit exceeds the cost of the credit refund procedure as set in the tolling price list;
- the credit is still valid upon the submission of the request (two years after the last credit payment or after the date of the last use of a particular DarsGo unit).

If the customer notifies false data referred to in indent 1 of the previous paragraph, thereby causing additional payment transaction costs to DARS d.d., such costs shall be charged to the customer. The cost of refund processing shall be set in the toll road operator's price list, which shall be published on the toll road operator's website.

6. DarsGo unit

6.1 Description of the functioning of a DarsGo unit

To use the DarsGo system, it is necessary to use a DarsGo unit. The DarsGo unit is the property of DARS d.d. and is placed in the service of the customer. The DarsGo unit is shown in Figure 2.

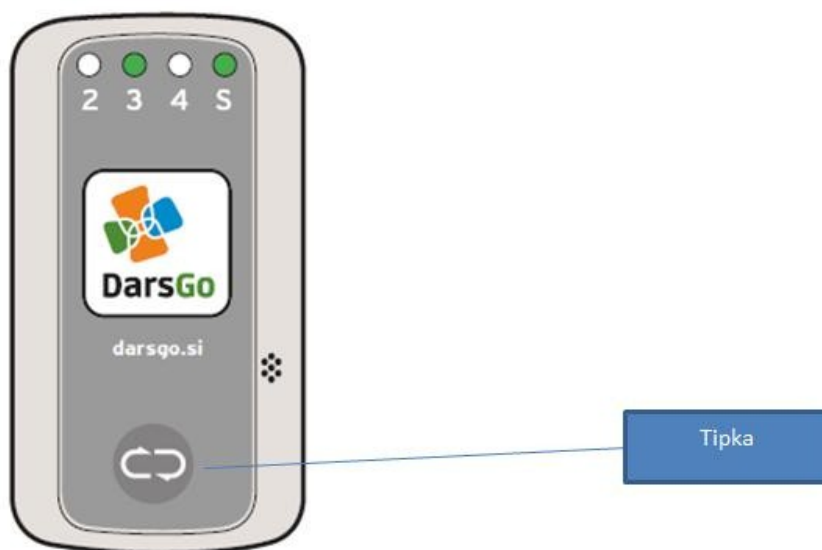


Figure 2: DarsGo unit

The user of a DarsGo unit shall be held responsible for the careful and proper handling of the unit. In particular, it is not permitted to modify a DarsGo unit (e.g. opening or colouring the housing, or writing on the housing) or to damage or destroy the barcode or, rather, the DarsGo unit identification number. Upon any deliberate damage to a DarsGo unit or damage due to negligence, DARS d.d. shall issue the customer, at their request, with a new DarsGo unit and charge the cost of issue of the second DarsGo unit pursuant to the tolling price list.

6.2 Use of the DarsGo unit

6.2.1 Installation of a DarsGo unit on board a vehicle

The DarsGo unit must be installed on board the vehicle for which it was issued. In doing so, it is necessary to take due account of the installation instructions enclosed with each DarsGo unit upon its issue and as published on the www.darsgo.si web portal.

In the case of vehicles with metallised windows, windows that for any reason cannot be penetrated by microwaves, or if the DarsGo unit cannot be installed on the windscreen for any reason, the unit may be inserted into a waterproof enclosure and fitted to the outside of the vehicle cabin. Information regarding this type of installation is available at DARS d.d. by telephone (+386 1 518 8 350) or by email (info@darsgo.si).

6.2.2 Proper use of the DarsGo unit

Upon the issue of a DarsGo unit, it is necessary to set the actual number of axles of the towing vehicle. Before each start, the driver shall check the set number of axles of the vehicle or group of vehicles and, if necessary, change the setting.

6.2.2.1 The setting of the correct number of axles of a vehicle or group of vehicles

The correct number of vehicle axles must be set in the DarsGo unit for each drive along the toll road. If the number of axles changes, the driver must make the appropriate change in the number of axles of the vehicle or a group of vehicles. To determine the appropriate number of axles, it is essential to enter the actual number of axles of the towing vehicle together with the number of axles of the towed vehicle.

Instructions for setting the number of axles of a vehicle or group of vehicles are enclosed with each DarsGo unit upon its issue and published at www.darsgo.si.

If the driver sets a higher number of axles than the actual number for any reason, due to which a higher toll is charged, it shall not be entitled to the refund of the overpaid toll.

6.2.2.2 Checking the set number of axles

The set number of axles is checked by briefly pressing the button on the DarsGo unit.
A light appears in the number marking the set number of axles.

6.2.2.3 Signals of the DarsGo unit while passing tolling points

While passing a tolling point, the DarsGo unit emits a sound signal to alert the driver as shown in Figure 3.



Figure 3: Signals of the DarsGo unit while passing tolling points

The sound signals emitted by a DarsGo unit mean:

- one sound signal: the toll transaction was successfully effected (based on the set number of axles and stored EURO emission class);
- two sound signals: the toll transaction was successfully effected (based on the set number of axles and stored EURO emission class), but the customer must stop at the first DarsGo service point on their way, where they will receive information about what needs to be arranged (e.g. low credit in the vehicle account, replacement of the DarsGo unit);
- four sound signals: the toll transaction was not implemented, meaning that the toll was not paid at the tolling point. The customer must visit the first DarsGo service point on their way, where they can settle everything necessary for the payment of the unpaid tolls and for future toll payments.

If the unit does not emit a sound signal, the toll was not paid and the customer must stop at the nearest DarsGo service point on their way to pay the unpaid toll and settle everything necessary for the payment of the unpaid toll and for future toll payments.

6.2.2.4 Checking the functioning of a DarsGo unit

The status of a vehicle passing the last tolling point can be checked by briefly pressing the button. A light marked with "S" will light up in the colour showing the status of the vehicle passing a tolling point:

- green light: the passage of the vehicle through the tolling point is OK;
- yellow light: the passage of the vehicle through the tolling point is OK, but the driver must visit a DarsGo service point;
- red light: the passage of the vehicle through the tolling point is not OK; the driver must visit the first DarsGo service point on their journey;
- no light: the passage of the vehicle through the tolling point is not OK; the driver must visit the first DarsGo service point on their journey.

At the same time as the light marked "S" lights up, a light with the set number of axles with which the last passage was made through the tolling point will also light up, provided that the set number of axles was not changed since last passage through a tolling point. The functional check scheme for a DarsGo unit is shown in Figure 4.

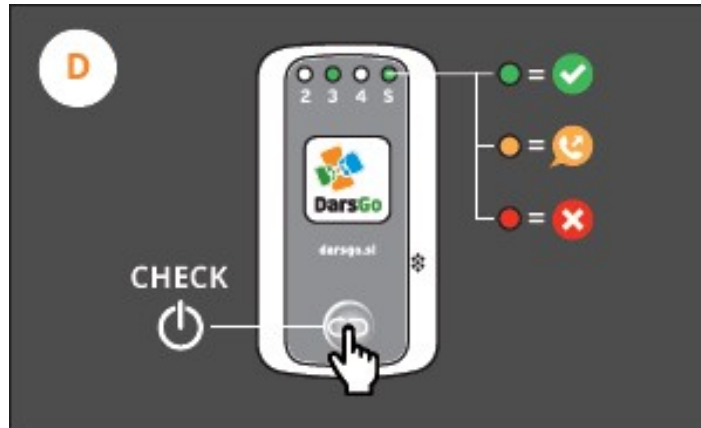


Figure 4: The functional check scheme for a DarsGo unit

The technical performance adequacy of a DarsGo unit can be checked by briefly pressing the button on the DarsGo unit. The light signals on the DarsGo unit provide information on the set number of axles of the vehicle or group of vehicles or, in case of proper communication with roadside devices, information on the accuracy of the last transaction (e.g. on the placement of the DarsGo unit on the blacklist, inadequate credit balance in the vehicle account). The driver is also informed about that by various sound signals emitted by a DarsGo unit while passing a tolling point.

6.3 Serviceability of a DarsGo unit

If a DarsGo unit stops working for reasons not attributable to the customer or a third party for which the customer is responsible, DARS d.d. may replace such a unit with a new one free of charge.

If the failure or malfunction of the DarsGo unit is attributable to the customer or a third party for which the customer is responsible, the customer shall be required to pay the cost of the issue of the second DarsGo unit pursuant to the tolling price list.

DARS d.d. may request the return and replacement of a DarsGo unit at any time.

6.3.1 Recall of a DarsGo unit

Before the service life of the DarsGo unit expires, the customer will be notified that the unit is to be returned and replaced with a new one. The DarsGo unit will inform the driver of the necessary replacement with a sound signal (2 beeps) and the driver should stop at a DarsGo service point and replace the unit. Non-compliance with the recall requirements shall lead to the blacklisting of the DarsGo unit and consequently non-payment of toll.

6.3.2 Inclusion of a DarsGo unit on the blacklist

Upon technical deficiencies or the discovery of irregularities relating to toll payment, DARS d.d. may put a DarsGo unit on the blacklist, whereby the unit alerts the driver thereof while passing a tolling point with a sound signal (4 beeps). Such a sound signal shall mean that the driver needs to visit the nearest

DarsGo service point on their way and rectify deficiencies or irregularities relating to toll payment.

If the toll is not settled, the DarsGo unit shall be blacklisted. In any case of blacklisting a DarsGo unit, the customer needs to visit a DarsGo service point or obtain information on the reason for blacklisting from the call centre on the phone number +386 1 518 8 350 or email address info@darsgo.si and eliminate the cause of the non-compliance. After the expiry of the service life or the blacklisting of a DarsGo unit, such a unit cannot be used to effect toll transactions.

A DarsGo unit may also be blacklisted when it is reported lost or stolen, as described in point 5.2.1 hereunder, and when it is returned, as described in point 3.9 hereunder. At the customer's written request, a DarsGo unit shall be blacklisted and can no longer be used to pay tolls. The unit is blacklisted within 2 hours of confirming the receipt of the report.

6.4 Replacement of a DarsGo unit

A DarsGo unit can be replaced at any time in person at any DarsGo service point or may be sent by post to the address DARS, d.d., Center cestninskega sistema, Dunajska 7, 1000 Ljubljana. Before sending a unit by post or while driving along the toll road, it is necessary to prevent data exchange between the DarsGo unit and tolling devices. The customer does this by wrapping the DarsGo unit with aluminium foil at least three times. If the customer fails to prevent data exchange between the DarsGo unit and tolling devices, any toll transactions or payments incurred while driving a vehicle not subject to toll shall not be refunded.

6.5 Transport of DarsGo units without the obligation to pay tolls

At a DarsGo service point, the customer shall receive a functioning DarsGo unit, which is in standby mode until it is activated by pressing the button. If a DarsGo unit is on standby, it does not exchange data with tolling devices and the toll is not charged.

After activation (first press on the button), a DarsGo unit will function. In such a case, tolls are collected while passing tolling points with respect to the set parameters. If tolling is not necessary (e.g. transportation of a DarsGo unit in a passenger car, the collection of several DarsGo units for the needs of the customer, return by post), such a unit must be prevented from exchanging data with tolling devices. At that time, a DarsGo unit must be wrapped with aluminium foil at least three times.

If a DarsGo unit, where there is no obligation to pay tolls, is not prevented from exchanging data with tolling devices, the DarsGo system will effect a toll transaction automatically. In such a case, the customer shall not be entitled to a refund of the paid tolls.

7. Information on payments and charging

7.1 Information on individual toll transactions

Information on individual toll transactions and charged tolls with respect to the distance travelled by each vehicle is available for 90 days following the publication of the specification of a vehicle's passages

through tolling points for the previous month on each customer's user section of the www.darsgo.si web portal and is available to the customer free of charge.

The customer may file a complaint against the charged tolls amount within 5 working days before the expiry of the data storage period for each drive past the tolling points as specified in the previous paragraph, i.e. by sending the complaint to ccs@darsgo.si.

The customer may obtain a printed and confirmed specification of a vehicle's passages through tolling points, issued at their request, if they send a request to ccs@darsgo.si and pay the printing service as set in the tolling price list.

7.2 Subsequent toll charging or gap bridging

If tolls are not collected upon passage through a tolling point although the customer has done everything necessary to enable toll collection and upon any failure of tolling devices at a tolling point, DARS d.d. may charge the toll not collected subsequently.

Subsequent toll collection shall only be conducted if the customer uses a road section subject to toll for which a toll transaction was not effected successfully although the customer had on board the vehicle a functioning DarsGo unit with a properly set number of axles. The toll to be charged for the missing road section must comply with the toll not paid for the road section at the time of the missing toll transaction. The same shall apply to subsequent collection in prepayment and postpayment modes.

III. ELECTRONIC VIGNETTE TOLLING

8. Brief description of the electronic vignette system

Time-based toll collection is effected for vehicles with a MAM not exceeding 3,500 kg and is done by purchasing an electronic vignette for the appropriate toll class before using the toll road.

The electronic vignette is a time-limited right to use the toll road that is tied to the registration number and the country of registration of a vehicle with a maximum authorised mass not exceeding 3,500 kg. Each electronic vignette receives its own unique numerical ID that is recorded in the electronic vignette system. The electronic vignette ID contains information about the type of electronic vignette, its toll class and the serial number of its issue.

9. Obligation to pay tolls (purchase of an electronic vignette)

A valid electronic vignette for the relevant toll class shall be the condition for the use of any toll road in the Republic of Slovenia using a vehicle with a MAM not exceeding 3,500 kg, whereby the customer may use all toll roads and sections without restrictions during its validity.

9.1 Exemptions from tolls (purchase of an electronic vignette)

Tolls shall not be paid for the transports laid down in the act governing road tolling. Vehicles for transportations exempt from tolls need no electronic

vignette, but must be registered in the electronic vignette system before using toll roads. The following applies:

- an authority using emergency and escort vehicles, including escorted vehicles, as listed in indent 1 of paragraph 1 of Article 9 of the ZCestn or vehicles of the Slovenian Armed Forces listed in indent 2 of paragraph 1 of Article 9 of the ZCestn for performing its duties can send a list of all such vehicles in electronic form as specified in Annex 3, which is an integral part of this General legal act, to the Toll Inspection Operational Centre at occn@dars.si, which then registers the vehicles in the electronic vignette system or the authority may do so itself on the evinjeta.dars.si web portal;
- vehicles of the toll road operator for performing maintenance tasks on toll roads and toll collection activities listed in indent 5 of paragraph 1 of Article 9 of the ZCestn can be registered in the electronic vignette system by the person authorised by the toll road operator;
- foreign military vehicles listed in indent 3 of paragraph 1 of Article 9 of the ZCestn must be announced by the competent body, i.e. by completing the sample form "Prior notification of foreign armed forced transportation", as prescribed in Annex 1, which is an integral part of this General legal act. The completed sample form shall be sent to the Toll Inspection Operational Centre at occn@dars.si at least 24 hours before the foreign military vehicles enter the toll road network. Following approval from the Toll Inspection Operational Centre, the vehicles are registered in the electronic vignette system for the period applicable to toll exemption. If the Toll Inspection Operational Centre rejects the application or if the application is filed too late, the vehicles need to have a valid electronic vignette to use toll roads and also need a valid electronic vignette if they use toll roads outside of the period subject to toll exemption;
- vehicles transporting humanitarian aid to those affected in peace or war as listed in indent 4 of paragraph 1 of Article 9 of the ZCestn must be entered in the electronic vignette system by completing the application as prescribed in Annex 2, which is an integral part of this General legal act. The application is to be completed in an electronic sample form posted on the toll road operator's web portal or sent to the email address occn@dars.si or by fax to the number: +386 5 700 25 08. Following approval from the Toll Inspection Operational Centre, the vehicles are registered in the electronic vignette system and need no electronic vignette for the term of the toll exemption. If the Toll Inspection Operational Centre rejects the application or if the application is filed too late, the vehicles need to have a valid electronic vignette to use toll roads and also need a valid electronic vignette if they use toll roads outside of the period subject to toll exemption.

A customer who applies for toll exemption shall inform the toll road operator about any change referring to a particular toll exemption by following the same procedure.

10. Purchase of an electronic vignette

The purchase of an electronic vignette can be made online or at the toll road operator's points of sale or at authorised electronic vignette vendors' points of sale.

10.1 Online purchase of an electronic vignette and valid payment means

The online purchase of an electronic vignette is available to all customers irrespective of the vehicle registration country or the country in which the customer resides or makes the online purchase. All customers can make the online purchase with an instant payment by credit or debit card, electronic wallet or the service of online remittance and receipt of electronic money.

Providers of payment means or services that can be used to effect payment for the online purchase of an electronic vignette shall be published by the toll road operator on its website within the scope of the online shop.

The online purchase of an electronic vignette shall only be possible in the euro (€) currency.

10.1.1 Purchase of an electronic vignette without registering in the online shop

A customer need not register online to purchase an electronic vignette, but needs to provide a valid email address to make the purchase to which the customer receives a confirmation email to check the authenticity of the email address before the purchase is completed. After the email address has been confirmed, the customer can access the online shop services for non-registered customers.

A non-registered customer can only purchase an electronic vignette in the online shop with instant payment.

In the purchase procedure, the customer shall:

- select the toll class of the vehicle for which they wish to purchase an electronic vignette;
- select the type and validity period of the electronic vignette;
- specify the effective date of the electronic vignette pursuant to point 10.5 of this General legal act, and
- enter the country of registration and the registration number of the vehicle for which the electronic vignette is being purchased.

After the data has been entered, the customer checks the accuracy of the entry and additionally confirms the data. The procedure can be repeated for any number of vehicles. After data has been entered, payment is effected by way of the selected payment means.

The electronic vignette or electronic vignettes, if the customer is making a purchase for several vehicles at the same time, shall be created after the payment has been confirmed and the invoice with the purchase certificate for each electronic vignette is sent to the email provided by the customer in the purchase procedure.

10.1.2 Purchase of an electronic vignette by registering in the online shop

By registering in the online shop, the customer is given access to additional online shop services. Registration requires a valid email address and the following information:

1. for legal entities: name, address, country of registered office, tax number, name and address of the bank, transaction account number and the bank's BIC (SWIFT) code, as well as contact information (name and surname of the person responsible and telephone number);
2. for natural persons: name and surname, address of permanent or temporary residence (optional), country, name and address of the bank, transaction account number (IBAN) and the bank's BIC (SWIFT) code as well as telephone number.

The purchase procedure with instant payment is the same as for non-registered customers.

10.1.2.1 Purchase of an electronic vignette by quotation

Registered customers may purchase an electronic vignette with deferred payment based on a quotation. After entering the requested data (vehicle toll class, type of

electronic vignette, effective date of the electronic vignette, country of vehicle registration and vehicle registration number), the customer, by selecting the payment method based on the quotation, receives a quotation containing information to effect the payment (amount, bank details, payment reference number, payment due date) to their email address. When the toll road operator receives payment in due time to the bank account indicated in the quotation and the payment is appropriately associated with the quotation, the electronic vignette becomes valid on the date selected by the customer in the purchase procedure. When the electronic vignette ID has been created, the customer receives the invoice and the electronic vignette purchase certificate to their email address.

The due date for payment based on a quotation is set automatically in the quotation with respect to the effective date of the electronic vignette as specified by the customer. If payment is not received by the due date, the quotation is cancelled. Any funds paid in by the customer after the expiry of the quotation validity, decreased by the toll road operator's cost of refund processing, shall be refunded to the customer's bank account indicated upon registration in the online shop or at the request of the toll road operator. An invoice may be issued to the customer for the cost of the refund of funds paid in, which shall be sent to the customer's email address and shall also be available in the customer's profile in the online shop. If the toll road operator's cost of refund processing exceeds the amount of funds paid in, the refund shall not be effected.

Upon payment based on a quotation, the customer shall be required to remit the precise amount and indicate the correct payment reference. Otherwise, the electronic vignette shall not be created after the payment has been received.

If the toll road operator's cost of the refund of paid-in funds to the customer's bank account is charged, the cost of refund processing shall be set in the toll road operator's price list, which is published on the toll road operator's website.

In case of a purchase by quotation, the first possible effective date of the electronic vignette shall be 5 working days following the date on which the quotation was created.

10.1.2.2 Electronic vignette purchase for budget users

The electronic vignette purchase process for budget users shall be the same as for other registered customers, whereby in case of purchase by quotation, the toll road operator shall issue an electronic invoice with a 30-day deferred payment pursuant to the act governing the provision of payment services for budget users, which shall not affect the effective date of the purchased electronic vignettes.

All other restrictions laid down hereunder for the purchase of an electronic vignette by quotation shall also apply to budget users. Before an electronic invoice is issued and electronic vignettes are created, the toll road operator verifies the identity of the budget user.

10.1.2.3 Management of electronic vignettes in the online shop

A registered customer can add an electronic vignette to their user profile in the online shop at any time irrespective of the method of purchase, whereby electronic vignettes purchased online by the customer under their user name shall be added in the user profile automatically after the purchase is completed. To add another electronic vignette, it is necessary to enter the electronic vignette ID, the vehicle registration number and the country of registration of the vehicle to which the electronic vignette is linked.

By adding the electronic vignette in their online shop profile, a registered customer shall be given access to certain additional services, such as access to a copy of the electronic vignette purchase certificate, notification settings for electronic vignette validity or information on possibilities to file electronic requests related to the electronic vignette. A list of additional services is indicated in the instructions for the use of the online shop as published on the website evinjeta.dars.si.

10.2 Purchase of an electronic vignette at points of sale

The purchase of an electronic vignette is also possible at the toll road operator's points of sale, from toll inspectors or at the authorised electronic vignette vendors' points of sale. A list of authorised electronic vignette vendors is published by the toll road operator on its website evinjeta.dars.si. The points of sale where it is possible to purchase an electronic vignette are marked at all locations uniformly as shown in Figure 1.



Figure 1

In the electronic vignette purchase process at a point of sale, the customer shall provide the employee with the following information:

- the toll class of the vehicle for which the electronic vignette is being purchased;
- the type of electronic vignette (weekly, monthly, half-yearly or yearly electronic vignette);
- effective date of the electronic vignette, and
- country of registration and registration number of the vehicle for which the electronic vignette is being purchased.

The customer can repeat the procedure for any number of vehicles.

The employee at a point of sale shall enter the data in the electronic vignette system and hand over to the customer the data confirmation certificate. By signing the certificate, the customer confirms that all data entered is true or informs the employee of any errors or mistakes, which shall be rectified by the employee. In such a case, a new data confirmation certificate is presented to the customer for review and signing.

By signing the certificate, the customer shall assume responsibility for the accuracy of the data and for consequences in case of false data. If the salesperson fails to hand over to the customer the data confirmation certificate

for review and confirmation, the responsibility for data accuracy shall be borne by the authorised electronic vignette vendor.

After confirming data and making the payment, the salesperson shall give the customer a purchase certificate for each electronic vignette purchased and the receipt for the purchase made. The customer shall save the electronic vignette purchase certificate and receipt until the expiry of the vignette.

10.2.1 Payment means

The purchase of an electronic vignette at the toll road operator's points of sale can be made by:

- cash,
- debit card,
- credit card,
- bank transfer (electronic vignette purchase by quotation).

A list of supported credit and debit cards for electronic vignette purchase is published on the website evinjeta.dars.si and at every toll road operator's point of sale.

The payment means and payment terms for electronic vignette purchase at the authorised vendors' points of sale shall be specified by each authorised vendor.

10.3 Electronic vignette purchase within the scope of toll offence treatment

If it is established during a toll inspection that a customer has used the toll road without a valid electronic vignette, the authorised official shall issue an electronic vignette for the period of toll road use without a valid electronic vignette with the effective date on the day the offence was committed, concurrently with the minor offence procedure conducted. The customer shall be issued the type of electronic vignette or several electronic vignettes that are valid at the time of all the established minor offences. Where several different types of electronic vignettes may be issued for the time of the established offences, the customer shall be issued those electronic vignettes that are the most cost efficient for the customer. At the same time, the customer shall be issued an invoice for the payment of such electronic vignettes and an order prohibiting the customer from using the toll road, which shall be valid until all issued invoices are paid.

To continue driving along the toll road, the customer must have an electronic vignette that is also valid after the minor offence procedure is concluded.

10.3.1 Purchase of an electronic vignette with a postponed effective date

The customer may also purchase from the authorised official an electronic vignette with a postponed effective date within the scope of the restrictions laid down in the General legal act. The purchase procedure in such a case shall be equal to the purchase procedure for an electronic vignette at the toll road operator's points of sale. In such cases, the electronic vignette cannot be paid for with a foreign currency.

10.4 Storage of the electronic vignette purchase receipt

The customer shall store the electronic vignette purchase receipt until the expiry of the electronic vignette. The electronic vignette purchase receipt shall be a mandatory attachment to the refund request for a proportionate amount of the yearly or half-yearly electronic vignette value. The customer shall also be required to submit the electronic vignette purchase receipt if they specify an effective date upon the purchase of the electronic vignette

other than the date of purchase and later withdraw from the sales agreement before the effective date of that purchased electronic vignette and request the refund of the purchase consideration.

10.5 Specification of the effective date of an electronic vignette

In the electronic vignette purchase procedure, the customer shall set the effective date randomly. Irrespective of the vehicle toll class or type of electronic vignette, the effective date can be set no more than 30 days in advance from including the date of purchase.

10.6 Electronic vignette purchase certificate

After an electronic vignette is purchased, a purchase certificate shall be issued to the customer for each electronic vignette purchased.

10.6.1 Content of the certificate

The electronic vignette purchase certificate shall contain, in addition to information about the issuer of the electronic vignette, the following information:

- type of electronic vignette;
- the toll class of the vehicle for which the electronic vignette was issued;
- the effective date and expiry date of the electronic vignette;
- the price of the electronic vignette;
- the electronic vignette ID;
- the country of registration and the registration number of the vehicle to which the electronic vignette is linked;
- the date and time of purchase of the electronic vignette;
- the point of sale where the electronic vignette was purchased.

10.6.2 Issue of the certificate

When purchasing an electronic vignette at points of sale, the employee at the point of sale shall print out an electronic vignette purchase certificate and hand it over to the customer. The certificate shall be printed on thermal paper or A4-size paper, subject to the technical equipment at a given point of sale.

When purchasing an electronic vignette online by way of instant payment, the purchase certificate shall be created as soon as payment is authorised and shall be sent to the email address indicated by the customer in the purchase process.

When purchasing an electronic vignette online based on a quotation, the purchase certificate shall be created when the toll road operator receives payment into its bank account and enters it into its books of account accordingly. The purchase certificate shall be sent to the email address indicated by the customer in the electronic vignette purchase process.

10.6.3 Storage of the certificate

The customer shall save the electronic vignette purchase certificate and receipt until the expiry of the electronic vignette. The electronic vignette purchase certificate may serve as proof of having obtained an electronic vignette.

The toll road operator shall keep an electronic vignette purchase certificate in its own electronic archives at least until the expiry of the relevant electronic vignette. During such a time, the customer can

access a copy of the purchase certificate at any time within the scope of registration in the online shop and the general terms and conditions of the online shop.

10.7 Right to withdraw from the purchase of an electronic vignette before its effective date and the refund of purchase consideration

The customer can withdraw from the purchase of an electronic vignette at any time until the effective date of that electronic vignette and request a refund of the purchase consideration. Withdrawal from the purchase is no longer possible after the effective date of the electronic vignette.

10.7.1 Enforcing the right to withdraw from the purchase

If the customer has purchased an electronic vignette at the toll road operator's point of sale or online, they can withdraw from the purchase by filing a request at any toll road operator's point of sale or by completing a special sample form in the online shop. In doing so, they are required to provide the following information:

- name and surname or company name, tax number, address, postcode and country of residence or of the company's registered office;
- electronic vignette ID subject to withdrawal from the purchase;
- registration number and the country of registration of the vehicle for which the electronic vignette subject to withdrawal from the purchase was purchased;
- name and address of the bank, transaction account number (IBAN) for the refund and the bank's BIC (SWIFT) code;
- optionally, contact information (phone number, email address) to facilitate and expedite the refund procedure.

The customer shall be required to enclose with the request the receipt or a copy of the receipt for the purchased electronic vignette that is subject to withdrawal from the purchase.

If the customer has purchased an electronic vignette at one of the authorised vendors' points of sale, they can only withdraw from the purchase at the point of sale where they purchased the electronic vignette. In such a case, the terms of the refund shall be laid down by the authorised vendor.

10.7.2 Period for the refund of the purchase consideration

If the customer who meets the conditions for withdrawal from the purchase of an electronic vignette withdraws from the purchase of an electronic vignette that they purchased at one of the toll road operator's points of sale or in the online shop and the information provided in the request for withdrawal is correct, the toll road operator shall refund the purchase consideration within 14 days of the approval of the request. The purchase consideration shall be refunded to the bank account indicated by the customer.

If the customer provides an incorrect bank account in the process of withdrawal from the purchase of an electronic vignette, they shall cover all the costs incurred as a result in the refund procedure.

10.8 Cancelling the purchase of a valid electronic vignette

The purchase of a valid electronic vignette can be cancelled if:

- no more than 15 minutes have passed since the creation of an electronic vignette and
- the employee did not receive payment from the customer for the purchase of the electronic vignette after the electronic vignette purchase certificate had been issued or the electronic vignette purchase certificate could not be printed.

In the case referred to in the previous paragraph, the created electronic vignette shall be cancelled and annulled, which shall be marked accordingly in the electronic vignette system.

10.9 Verification of the existence of an electronic vignette upon purchase

In the electronic vignette purchase procedure in the online shop or at a point of sale, the customer shall be informed whether an electronic vignette already exists for the specific vehicle registration number and when it expires.

10.9.1 Verification of the electronic vignette purchase procedure in the online shop

After entering the vehicle registration number and country of registration, the system automatically checks if a valid electronic vignette already exists for such a number and displays the relevant information on the existence of a valid electronic vignette on the screen. The electronic vignette system alerts the customer if there is already a valid electronic vignette for the registration number of the vehicle for which the electronic vignette is being purchased.

The electronic vignette purchase procedure can then be terminated or continued at the customer's choice.

10.9.2 Verification of the electronic vignette purchase procedure at a point of sale

After entering the vehicle registration number and country of registration in the sales application at a point of sale, the electronic vignette system automatically checks if a valid electronic vignette already exists for such a number and displays the relevant information on the existence of a valid electronic vignette on the screen. The electronic vignette system alerts the salesperson if there already is a valid electronic vignette for the registration number of the vehicle for which the electronic vignette is being purchased. If a valid electronic vignette already exists, the salesperson shall inform the customer thereof.

The electronic vignette purchase procedure can then be terminated or continued at the customer's choice.

10.10 Possibility of changing data on already purchased electronic vignettes

After an electronic vignette has been purchased, some of its data can be modified or rectified pursuant to this General legal act.

The type of electronic vignette and the toll class for which it was purchased can in no event be changed after the electronic vignette has been purchased.

10.10.1 Changing data before the effective date of an electronic vignette

Before the effective date of an electronic vignette, the customer can request a change of the following data:

- effective date of the electronic vignette, which can be set no more than 30 days in advance from the date on which the customer requests a change of the effective date;
- the vehicle registration number and country of registration, whereby the vehicle with the changed registration number must fall within the same toll class as the vehicle with the original registration number. The customer shall be held responsible for the accuracy of the toll class after the change has been made.

- A change of the data referred to in the previous paragraph shall be possible:
- in the online shop irrespective of where the purchase of the electronic vignette was made. To make the change, the customer needs to register in the online shop;
 - at any of the toll road operator's points of sale irrespective of the point of sale where the electronic vignette was purchased;
 - by contacting the toll road operator's back office, whereby the customer must send a written application for a data change by post or email to info@darsgo.si and provide their address of residence and, optionally, also their email address.

If the electronic vignette was purchased at any of the authorised electronic vignette vendors' points of sale, the customer can only change the data referred to in paragraph 1 of this point at the point of sale where the electronic vignette was purchased or in the toll road operator's online shop.

The customer shall confirm any change and the accuracy of the new data by signing a new data confirmation certificate or by confirming the electronic form in the online shop. Only then will the changes apply. After each change, the customer shall receive a new electronic vignette purchase certificate containing updated data on the electronic vignette. The procedure for the change must be completed before the effective date of the electronic vignette subject to the data change.

10.10.2 Changing data after the effective date of the electronic vignette

After the effective date of the electronic vignette, data changes are limited to minor changes or corrections of subsequently discovered errors in the entered registration number of the vehicle to which the electronic vignette is linked, which can only be made within 15 minutes of the purchase.

Changes can be made:

- at all of the toll road operator's points of sale;
- in the online shop, provided that the customer is registered;
- at any of the authorised vendors' points of sale, but only for electronic vignettes that were purchased there;
- with toll inspectors.

The customer shall confirm any change and the accuracy of the new data by signing a new data confirmation certificate or by confirming the data in the online shop. One copy of the certificate shall be received by the customer.

A customer who uses permanent test plates pursuant to the regulations governing motor vehicles can also use an electronic vignette issued for toll class 2B for vehicles falling within toll class 2A.

10.11 Refund of proportionate electronic vignette value

If a vehicle with the registration number associated with a yearly or half-yearly electronic vignette is removed from the vehicle register before the expiry of the electronic vignette, or if the registration plates have been stolen, destroyed or lost, the owner or holder of such a vehicle may request the refund of a proportionate share of the yearly or half-yearly electronic vignette from the toll road operator for the period from the date on which the vehicle was removed from the vehicle register to the expiry date of the electronic vignette, provided that the vehicle is not registered again under the same registration number by the original owner or holder of the vehicle or some other owner or holder of the vehicle.

The owner of the name registration plates shall be entitled to a refund of a proportionate share of the yearly or half-yearly vignette if the new vehicle on which the registration plates will be mounted falls within a different toll class.

The customer may request the refund of a proportionate share of a yearly or half-yearly electronic vignette within 30 days of the date on which the vehicle was removed from the vehicle register or from the date on which new registration plates with a different registration number were issued or from the date on which a new vehicle was registered with the name registration plate.

If the toll road operator grants the request for a refund of a proportionate share of a yearly or half-yearly electronic vignette in full, it shall issue a decision in the form of an official note on the matter and send the notification of the refund amount to the customer, enclosing the issued credit note and an invoice for the charged fee for processing the request referred to in point 10.11.2 of this General legal act.

The provisions of this point shall only apply to valid electronic vignettes. If the customer withdraws from the purchase of an electronic vignette before the effective date and requests the refund of the purchase consideration, they shall act pursuant to point 10.7 of this General legal act.

10.11.1 Calculation of the proportionate electronic vignette value

If the customer is entitled to a refund of the proportionate electronic vignette value, the proportionate share shall be calculated using the following formula:

$$\frac{\text{price of electronic vignette}}{\text{electronic vignette validity in days}} \times \text{remaining electronic vignette validity in days}$$

whereby the price of the electronic vignette depends on the toll class of the vehicle for which it was purchased, while the number of days remaining until its expiry shall be counted from the first day following the removal of the vehicle from the vehicle register or following the issue of new registration plates with a different registration number including the expiry date of the electronic vignette.

10.11.2 Request processing fee

The toll road operator shall be entitled to a fee amounting to €4.92, excluding VAT, for processing a request for the refund of proportionate electronic vignette value.

The fee referred to in the previous paragraph shall be charged if the toll road operator grants the request for the refund of the proportionate electronic vignette value in part or in whole. In such a case, the customer shall receive the proportionate amount of the electronic vignette value decreased by the toll road operator's fee to their bank account.

If the amount of the fee exceeds the proportionate share of the electronic vignette value, the procedure for the refund of proportionate electronic vignette value and fee charge shall not be effected and the electronic vignette shall remain valid until it expires.

10.11.3 Submission of requests and necessary supporting documents

A request for a refund of the proportionate electronic vignette value can be submitted in the online store by way of an electronic online form in which the customer needs to indicate

the data referred to in paragraph 2 of this point. A request may only be submitted in such a way in the online shop by registered customers. The necessary supporting documents shall be enclosed with the request in electronic form. All subsequent communication with the applicant in such a case shall be conducted electronically.

A request for a refund of the proportionate electronic vignette value may also be filed in writing using a sample form that is available on the evinjeta.dars.si website, which may be submitted by the customer at any of the toll road operator's points of sale or sent by post to the toll road operator. A registered customer can complete a request for a refund of the proportionate electronic vignette value directly on the web portal. In doing so, the customer is required to provide the following information:

- name and surname and PIN or company name, tax number and registration number, address, postcode and country of residence or of the company's registered office;
- electronic vignette ID subject to the refund of proportionate value;
- registration number and country of registration of the vehicle for which the electronic vignette subject to the refund of the proportionate value has been purchased;
- name and address of the bank, the transaction account number to which the proportionate electronic vignette value will be refunded and the bank's BIC (SWIFT) code;
- optionally, contact information (phone number, email address) to facilitate and expedite the refund of the purchase consideration.

The sample form together with a copy of the purchase receipt for the electronic vignette may be:

- sent by post to the address DARS d.d., Grič 54, 1000 Ljubljana, Slovenia;
- sent to the email address indicated for the receipt of requests for the refund of the proportionate electronic vignette value on the toll road operator's website;
- filed in person at any of the toll road operator's points of sale.

If a vehicle has been registered in a foreign country, the owner or holder of the vehicle shall attach to the request proof of the vehicle's removal from the vehicle register or proof of obtaining new registration plates with a different registration number than that issued by the competent body in that country. The customer shall also attach a certified Slovenian translation of the document in a foreign language. The toll road operator shall obtain information on the removal of a vehicle from the vehicle register in the Republic of Slovenia directly by accessing the vehicle register.

The customer shall communicate to the toll road operator the correct data on their bank account. If such data is incorrect, the customer shall settle any costs incurred as a result.

If the proportionate electronic vignette value is remitted to the account of some other person due to misreported bank account data, the responsibility of the toll road operator shall be excluded and the consequences shall be borne by the customer in full.

10.11.4 Refund periods

The consideration and decision on a request for the refund of proportionate electronic vignette value shall be subject to the periods set by the act governing general administrative procedure.

If the toll road operator grants a request in part or in whole and if the customer has provided the correct bank account information for remittance, the refund amount shall be paid within 30 days.

10.11.5 Temporary test registration plates

The right to the refund of a proportionate share of a yearly or half-yearly electronic vignette shall not be possible for temporary test registration plates.

10.11.6 Sale of a vehicle - the buyer keeps the registration number

If the customer sells a vehicle with a registration number to which a valid electronic vignette is linked and the registration number is transferred to the new owner together with the vehicle, the previous owner or holder of the vehicle cannot enforce the right to a refund of the proportionate electronic vignette value. The electronic vignette shall, in such a case, remain valid until it expires.

If the new owner of the vehicle does not receive the electronic vignette purchase certificate and receipt, they may check whether a valid electronic vignette already exists for the vehicle and when it expires in the manner laid down in point 10.9 of this General legal act. After the expiry of the electronic vignette, they must obtain a new electronic vignette for the use of toll roads. **(deleted)**

10.11.7 Special cases of refunding the proportionate electronic vignette value

The customer may also request a refund of the proportionate electronic vignette value if:

- they establish after the effective date of a yearly or half-yearly electronic vignette that the wrong toll class was selected during its purchase and at the same time purchases an electronic vignette for the vehicle of the same registration number for the correct toll class. In such a case, it is necessary to ensure proper toll payment for the period in which the customer had an electronic vignette for the wrong toll class;
- they establish that they have purchased two yearly or half-yearly electronic vignettes for the same vehicle registration number, which have already become valid; if the request is granted, the customer shall be refunded a proportionate share of the electronic vignette that became valid earlier, i.e. from the date on which the new electronic vignette was purchased to the expiry date of the electronic vignette purchased earlier.

The toll road operator shall be entitled to a fee in the amount set in point 10.11.2 for the consideration of a request for special refund cases relating to the proportionate electronic vignette value, which shall be paid by the customer.

The customer must enclose with the request for the refund of the proportionate electronic vignette value a copy of the purchase receipt and purchase certificate for both electronic vignettes and, for vehicles registered outside the Republic of Slovenia, also a copy of the valid vehicle registration certificate. The customer must submit the request by email or ordinary post within 30 days of the purchase of the first electronic vignette.

11. Measurements for the identification of vehicles falling within toll class 2B

The toll road operator performs measurements of vehicle height above the front axle in order to identify vehicles that fall within toll class 2B. Vehicles need to be measured pursuant to point 6.3 of the SIST ISO 612:2000 standard (Road vehicles - Dimensions of motor vehicles and towed vehicles - Terms and definitions) and the general provisions of this standard referring to the measurement of vehicle height (e.g. measurements on a horizontal surface, measurements of vehicles normally equipped for their intended use, the tyre dimensions prescribed by the manufacturer and entered in the document of vehicle conformity, the tyre pressure defined for the vehicle load up to its maximum authorised mass, non-loaded vehicle in working condition), and the provisions of

the technical specifications TSV-148 - Masses and dimensions of certain categories of motor vehicles and towed vehicles (excluding antennas and pantographs).

Measurements of vehicle height are only conducted on vehicles brought by drivers to be measured. Measurements are conducted using a certified measuring device at the permanent measuring location of the toll road operator (Grič 54, Ljubljana). When performing measurements, the tolerance of the certified measuring device and any possible deviations from the optimum conditions for measuring vehicle height as referred to in the previous paragraph are taken into account.

11.1 List of measured vehicles

On the evinjeta.dars.si website, the toll road operator regularly updates the list of all vehicle brands, models and types that are or were sold by vehicle dealers in the Republic of Slovenia and fall within toll class 2B based on their manufacturing characteristics or prior measurements.

Updates to the list of measured vehicles apply as of the date of the publication of each vehicle type on the list. If the electronic vignette for such a type of vehicle is purchased before the vehicle type is put on the list, the customer may use such an electronic vignette until it expires.

If a particular brand, model or type of vehicle is not on the list, it shall be deemed that such a vehicle falls within toll category 2A.

If a brand, model or type of vehicle is put on the list after the customer has purchased the electronic vignette for the toll class 2A, the customer with such an electronic vignette may use the toll roads until it expires. For the further use of toll roads, the customer is required to obtain an electronic vignette for toll class 2B.

Prior to each purchase of a new electronic vignette, the customer is required to check the toll class in which their vehicle is listed.

11.2 Vehicles falling within toll class 2A with respect to the measured vehicle height above the front axle

If the measured height of a vehicle above the front axle using a certified measuring device of the toll road operator shows that the vehicle, which is otherwise listed within toll class 2B, for legitimate reasons (e.g. adaptation or some other modification approved by the competent body through the issuance of the prescribed document) falls within toll class 2A, the results of the measurement of vehicle height above the front axle and the registration number of the measured vehicle shall be entered in the electronic vignette system, while the customer shall be issued a certificate confirming that the measured vehicle falls within toll class 2A.

In the event referred to in the previous paragraph, the vehicle may use toll roads with a valid electronic vignette issued for toll class 2A.

[Annex 1: Prior notification of foreign armed forces transportation](#)

[Annex 2: Toll exemption form for humanitarian transportation](#)

Annex 3: List of emergency vehicles, escort vehicles and escorted vehicles

The General legal act on toll collection (Official Gazette of the RS, No [178/21](#)) contains the following transitional provision and final provisions:

“IV. TRANSITIONAL PROVISION AND FINAL PROVISIONS

12. The purchase of a monthly and weekly electronic vignette

The purchase of a monthly or weekly electronic vignette is only possible by specifying its effective date after 1 February 2022 pursuant to this General legal act.

13. Termination

The General legal act on toll collection (Official Gazette of the RS, No 14/18) shall cease on the day this General legal act enters into force.

14. Entry into force of the General legal act

This General legal act shall enter into force on the day following its publication in the Official Gazette of the Republic of Slovenia in the part referring to toll collection by way of electronic vignettes, and shall be applicable as of the date on which electronic vignette tolling is deployed.”.

Amendments to the General legal act on toll collection (Official Gazette of the Republic of Slovenia, No [69/22](#)) shall contain the following final provision:

“FINAL PROVISION

Article 5

This General legal act shall enter into force on the day following its publication in the Official Gazette of the Republic of Slovenia.”.