

Decal Exchange

Only valid exchange requests will be granted. Decals cannot be exchanged for a different User Fee year or for a different conveyance. Example: a decal assigned to an aircraft cannot be exchanged with a vessel.

The following documentation must be submitted for decal exchanges:

- Unused/Used decal or explanation of why the decal cannot be returned.
- Itemized receipt that was sent to you with the decal.
- New application for the aircraft/vessel that will be assigned the replacement decal. Payment information is not required, unless expedited delivery is requested for the new decal.
- Signed statement with a brief explanation of the circumstances that required the exchange, including a contact name and telephone number.

Please note that exchanges can only be made within 30 days of the date your decal order was mailed.

**Exception to the 30-day rule: If you purchased a decal during renewal season prior to January 1st, it may be exchanged through January 31st of the renewal year.*

Mail or Fax the above documents to:

U.S. Customs and Border Protection
ATTN: DTOPS Program Administrator
6650 Telecom Drive, Suite 100
Indianapolis, IN 46278

Fax: 317-290-3219

Need a Paper Application?

1. Visit the DTOPS website: <http://dtops.cbp.dhs.gov/>
2. After arriving at the site, click "Helpful Info" in the header
3. Select "Need a paper application?" from the dropdown

This page has instructions on how to fill out a paper application, and provides links to download them.