Income Tax - Re-mailing a Refund Check

How can I get my income tax refund check that was returned to the Department of Revenue by the Post Office re-mailed to me?

If you believe your refund check may have been returned to the Department of Revenue by the Post Office, you can check the status of the refund on our automated system at *www.taxcolorado.com* or, by calling our automated phone service at (303) 238-FAST (3278). You can access the automated system using your Social Security Number and the amount of your refund. It is important to remember that it often takes up to six weeks for the Post Office to return undeliverable refund checks to the Department of Revenue.

The automated system will inform you if your refund was returned and allows you to request a re-mailing of the check. You can also provide a new mailing address. Please allow 3-4 weeks to receive the re-mailed refund. If you prefer, instead of requesting that it be re-mailed, you can pick up your refund check (with picture ID) at 1375 Sherman Street in Denver between 8:00am and 4:30pm Monday through Friday.

If your refund information is not available on our automated web/phone system, contact us by calling (303) 238-SERV (7378). Have your social security number, amount of the refund, year the refund was for, and your current mailing address available. We will verify the status of your refund and re-mail the check if it has been returned. Allow 5-6 weeks to receive the re-mailed refund if you use this manual process.

If it has been more than 4 weeks since you first requested the re-mail or you provided incorrect information in the automated systems, contact by phone at (303) 238-SERV (7378) or by email on the Web at www.taxcolorado.com under the "Contact Us" link. Include the primary Social Security Number and new mailing address in your email or have the information ready when you contact us by phone.