

What is Tax Free Shopping?

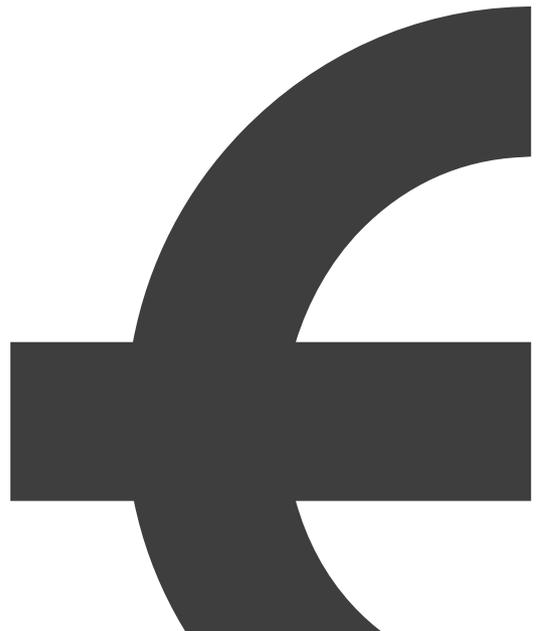
Tax Free shopping is the purchasing of certain taxable goods in the UAE which will be exported (subject to terms and conditions) whereby shoppers can obtain a refund of the VAT charged on these goods provided that they validate their purchases at the point of exit.

Effective 1 February 2020, where a customer requests a cash refund, they are able to claim such refund within 12 months from verification at the airport that the goods have been exported within 90 days of supply.

Who is eligible?
"Overseas tourist" means any natural Person who is not resident in any of the Implementing States and who is not a crew member on a flight or aircraft leaving an Implementing State.



Guide to Tax Free shopping



@Planettaxfreeme
planetpayment.ae

Planet has been authorised by the FTA to operate the Tourist Refund Scheme on its behalf.

What goods are eligible for Tax Free Shopping?

Certain taxable goods except for:

- Goods that have been consumed, fully or partly, in the UAE
- Motor vehicles, boats and aircrafts
- Goods that are not accompanied by the overseas tourist at the time of leaving the UAE

How do you shop Tax Free?

- ✔ **100% digital**
- ✔ **250 Dirhams minimum spend**

1. The tourist makes an eligible purchase.
2. The shop assistant captures information from the tourist's Passport or GCC National ID card using the solution (this should be the same Passport or GCC National ID that was used to enter the UAE).
3. The shop assistant enters the transaction purchase details (sales amount, VAT amount and date of purchase).
4. The Tax Free Tag is attached to the back of the sales receipt.
5. The Tax Free Tag is scanned to link the transaction with the tourist's Passport or GCC National ID card.

How do you validate your Tax Free purchases?

1. Before you check in your luggage, take the goods and tagged receipt to one of our validation points.
2. Scan or enter your passport number or GCC National ID card.
3. Follow the instructions on screen, and if you get a green light, you've completed the validation process.
4. If you get a red light, contact one of our Planet staff who are standing next to the validation point for help.
5. Once you have completed the validation process, please choose your preferred refund method - credit/debit card, cash or available digital wallets.
6. Planet processes the refund*

* If choosing a cash refund, the maximum refund amount is AED 7,000 per tourist. If your refund amount exceeds AED 7,000/-, you will have to provide us with a valid credit/debit card to enable us to process your refund.



How much time do you have to complete the procedure?

You must export your goods from the UAE within 90 days from the date of supply / purchase of goods (captured in the sales receipt). If you have multiple receipts with different dates, please ensure to export the associated goods within 90 days of your purchase to claim your refund. Failure to meet this requirement of exporting goods within 90 days will result in shoppers foregoing their refund on such purchases.

Terms and conditions and how to track your refund are available on www.planetpayment.ae

How much will you get back?

You will receive 85% of the total VAT amount paid, minus a fee of AED 4.80 per Tax Free Tag.



Airport Locations

Remember to visit our validation staff before you check in your luggage as we may need to inspect your goods.

Abu Dhabi Airport
- Common area between all terminals

Dubai Airport
- Terminal 1, 2, 3, and 3 Business

Sharjah Airport

Al Maktoum Airport

Al Ain Airport

Ras Al Khaimah Airport



Seaports

Port Zayed Abu Dhabi

Port Rashid - Dubai



Land Borders

Al Ghuwaifat - At the border with Saudi Arabia

Al Hili al Ain - At the border with Oman

Al Madeef al Ain - At the border with Oman

Hatta - At the border with Oman

Khatmat Malaha - At the border with Oman



Please retain the Tax Free Tag and sales receipt as you will need this for validation when you leave UAE.