

planet

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY



GUIDE TO ONLINE TAX FREE SHOPPING

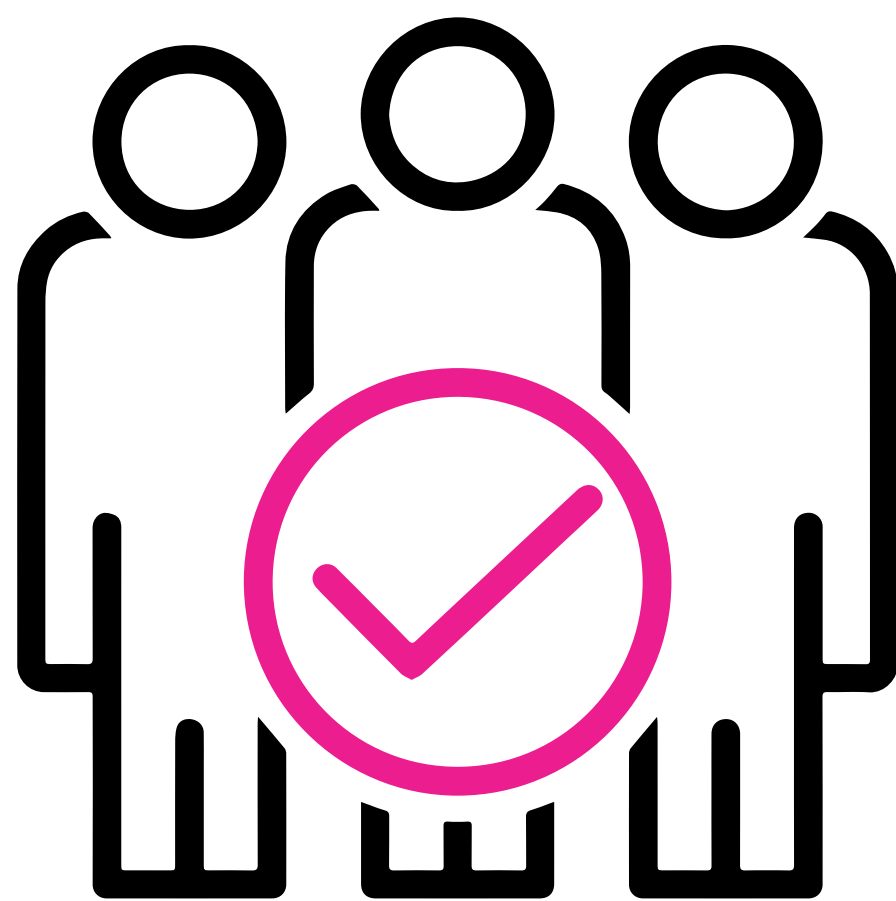
WHAT IS TAX FREE SHOPPING?

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.

Refunds for already export validated tags can be claimed within one year from the date of export validation.

WHO IS ELIGIBLE?

“Overseas tourist” means any natural person who is 18 years old or above, who is not a crew member on a flight or on an aircraft or cruise ship leaving an Implementing State and who is not a resident in the UAE. Under current rules, GCC Nationals not residing in the UAE are also eligible. Please note that there maybe restrictions for the UAE nationals residing abroad for the purpose of studying.



WHAT GOODS ARE ELIGIBLE FOR TAX FREE SHOPPING?

Certain taxable goods except for:

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

HOW MUCH WILL YOU GET BACK?

YOU WILL RECEIVE **87% OF THE TOTAL VAT AMOUNT PAID**,
MINUS A FEE OF **AED 3.60 PER TAX FREE TAG.**

HOW DO YOU SHOP TAX FREE?

YOU MUST BE IN THE UAE WHILE SHOPPING ONLINE
MINIMUM SPEND AED 250

HOW TO CLAIM YOUR TAX REFUND FOR ONLINE PURCHASES:

1. You must opt for a tax refund on your purchases during checkout, which will initiate the tax free transaction.
1. Follow the instructions on your screen and make sure you enter all your information correctly as reflected in your passport or GCC ID, whichever you used to enter the UAE. It is the sole responsibility of the tourist to ensure all the information is accurate. Failure to do so will result in your tax free transaction not being issued and you will not be able to claim a tax refund on your purchases.
2. The delivery agent will deliver your purchases and verify your identity. You must have your original travel document with you (passport or GCC ID, whichever you used to enter the UAE) and you must be present to receive the order. Failure to do so will result in the tax free transaction being cancelled and you will not be able to claim your tax refund.
3. When leaving the UAE please make sure you visit the Planet counter BEFORE you check in your luggage and ensure ALL your items are ready for inspection by Planet.

HOW DO YOU VALIDATE YOUR TAX FREE PURCHASES?

- ✓ Before you check in your luggage, take the goods to one of our validation points.
- ✓ If you are using the self-service kiosks, kindly scan your travel document (passport/GCC ID) or enter your travel document number manually. If you will be going to the manned validation desks, please provide your travel document to Planet staff.
- ✓ Follow the instructions on screen if you are using a self service kiosk.
- ✓ Once you receive the red light, seek assistance from one of our Planet staff who will either inspect your goods, or ask you to visit the Planet counter that is located after immigration to complete the inspection.
- ✓ Once you have completed the validation process, please choose your preferred refund method -credit/debit card, cash or digital wallet.
- ✓ Planet Tax Free will process your refund request once you have exited the country.
- ✓ Cash refunds can be collected at our participating foreign exchange providers available only after passport control.

* If choosing a cash refund, the maximum refund amount is AED 35,000 per tourist. If your refund amount exceeds AED 35,000/-, you will have to provide us with a valid credit/debit card to enable us to process your refund.

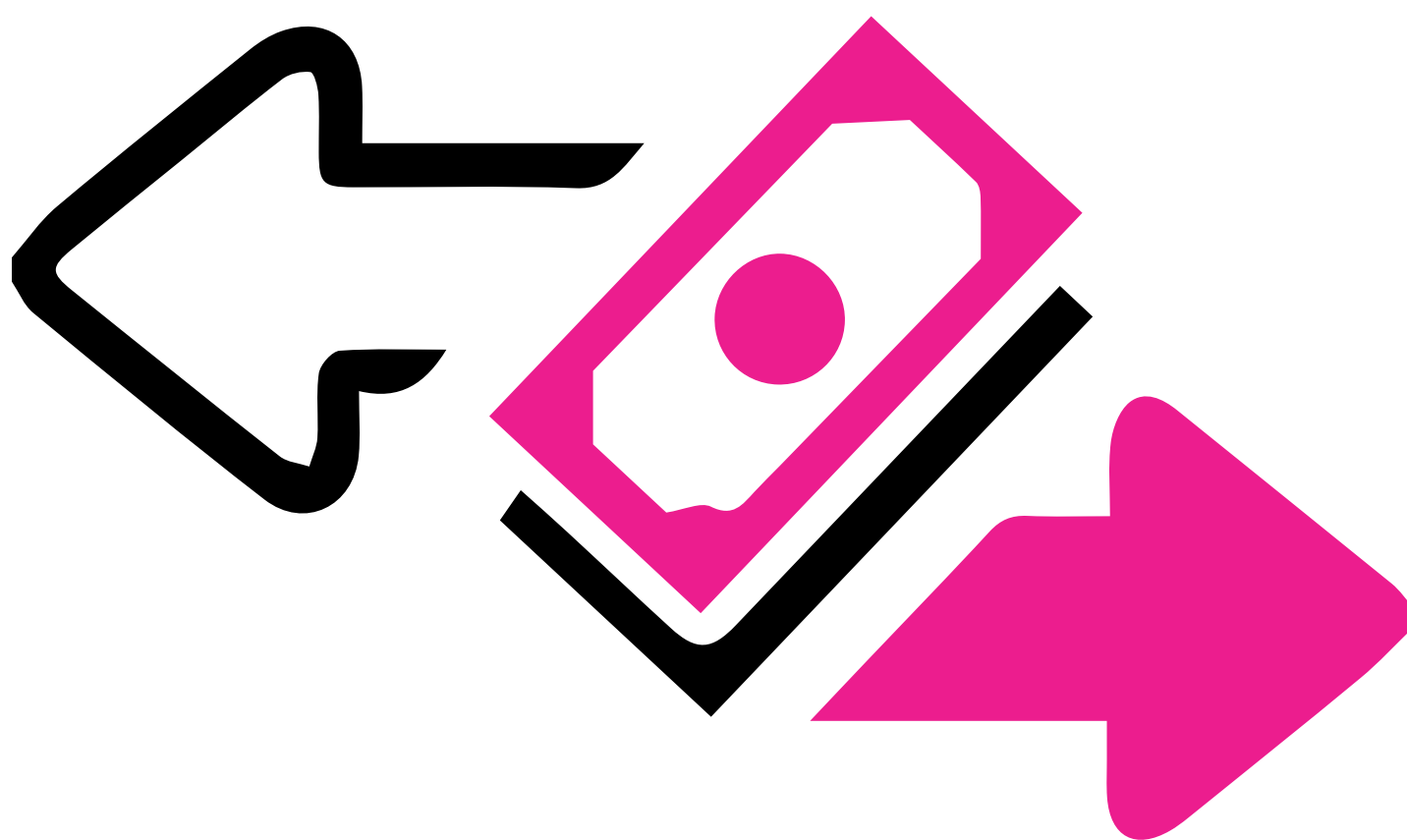


HOW DO YOU TRACK ALL YOUR PURCHASES?

Using Planet Shopper Portal or the Planet Tax Free ME application is the easiest way to track your UAE tax free transactions while you are on the go.

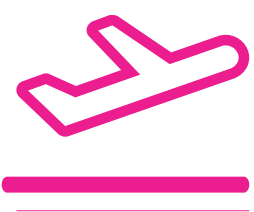
Steps are as follows:

- ▶ After your purchase is complete you will receive a link via SMS from Planet on your registered mobile number that you provided the shop assistant
- ▶ Click on the link to the Shopper Portal or download our application to access all the features available at your disposal.



You Can:

- ▶ View all your successfully issued transactions in one place
- ▶ Understand where you are in the process and what to do next
- ▶ Enter your card details securely to get your refund for successfully validated transactions.
- ▶ View the digital receipts of your tax free purchases issued by merchants who have adopted the paperless method
- ▶ Know the total net refund amount you can claim after validating your transactions when you are exiting the UAE



AIRPORT LOCATIONS

Remember to visit our validation staff **before you check in** your luggage as your goods may need to be inspected.

Zayed International Airport

– Common area between all terminals

Dubai Airport

– Terminal 1, 2, 3, and 3 Business

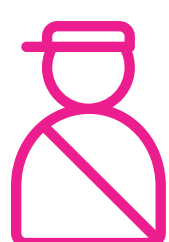
Al Maktoum Airport

Sharjah Airport

Al Ain Airport

Ras Al Khaimah Airport

Al Fujairah Airport



LAND BORDERS

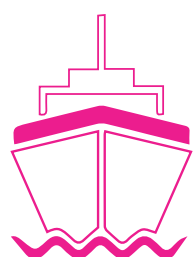
Al Ghuwaifat Border – At the border with Saudi Arabia

Hili Border – At the border with Oman

Al Madheef Border – At the border with Oman

Hatta Border – At the border with Oman

Khatm Melaha Border – At the border with Oman



SEAPORTS

Port Zayed – Abu Dhabi

Port Rashid – Dubai

Port Khalid – Sharjah

Fujairah Port – Fujairah



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 tax invoice). For example, if your date of purchase is the 1st of April, you must export your goods before the 30th June 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

CONTACT US

Our Customer Happiness Center
+971 4 586 4700

Tourists@planetpayment.com
planetpayment.ae
@Planettaxfreeme

Planet has been authorised by the Federal Tax Authority to operate the Tourist Refund Scheme on its behalf.