

**planet**

الهيئة الاتحادية للضرائب  
FEDERAL TAX AUTHORITY



# GUIDE TO TAX FREE SHOPPING

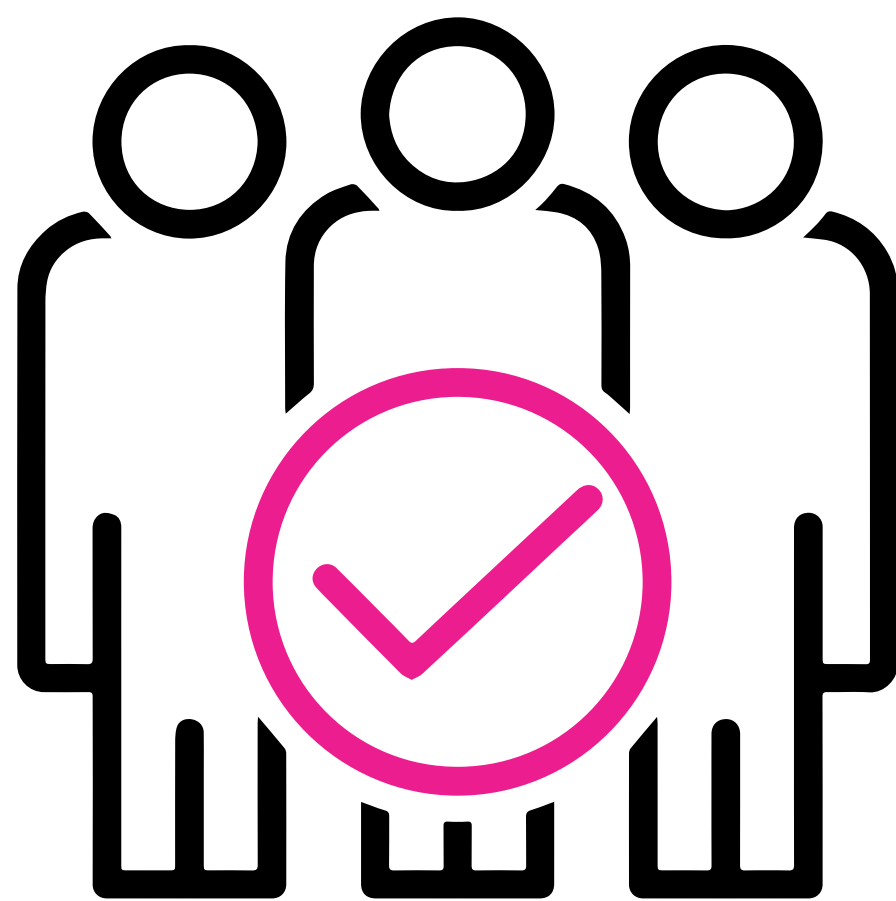
# WHAT IS TAX FREE SHOPPING?

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 4.80 PER TAX FREE TAG**.

## HOW DO YOU SHOP TAX FREE?

MINIMUM SPEND AED 250

## THREE WAYS TO GET A TAX REFUND

- ▶ The Paperless Method
- ▶ The Snapshot Method
- ▶ The Tag Method



## THE PAPERLESS METHOD

Planet is going paperless. This is our latest development and it's all done online. This is the easiest way to claim your tax refund.

1. The shop assistant completes the sale and scans your passport or GCC National ID
2. Your tax free transaction will be issued successfully once you've submitted your valid contact details to the shop assistant.
3. The digital invoice will be sent to you via email by the merchant.
4. The physical tax invoice is not required to be presented at the validation point

## THE SNAPSHOT METHOD

Retailers who are part of our digital program, but issue printed tax invoices will be providing this service:

1. A sales representative enters your details in our system using your passport/ GCC ID.
2. The sales representative then inputs the total sales value, VAT amount, and invoice number
3. The representative will then take a photo of your tax invoice and upload it to our system.
4. Our Quality Control team will verify the photo in real-time.
5. If the verification check fails, you must reach out to the store you shopped at to rectify the issue, before you exit the country, else you will not be able to claim a VAT refund on your purchase.



## THE TAG METHOD

Retailers in the UAE who issue handwritten or printed tax invoices when you shop with them and are not part of our paperless program, have the option to affix a tax free tag (sticker) to the back of your original tax invoice.



1. The shop assistant records your purchase details (sales amount, VAT amount and date of purchase)
2. A tax-free tag is affixed to the back of your tax invoice
3. The tag is then scanned to link your purchase with your passport or GCC National ID card.
4. You must present the original tax invoice at the validation point when you leave the country.

**PLEASE MAKE SURE YOU VISIT  
PLANET VALIDATION DESKS BEFORE  
CHECKING IN YOUR LUGGAGE**

# HOW DO YOU VALIDATE YOUR TAX FREE PURCHASES?

- ✓ Before you check in your luggage, take the goods and any tagged tax invoice 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, and if you get a green light, you've completed the validation process.
- ✓ If you get a red light, seek assistance from one of our Planet staff who are available at the validation point for help.
- ✓ 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.

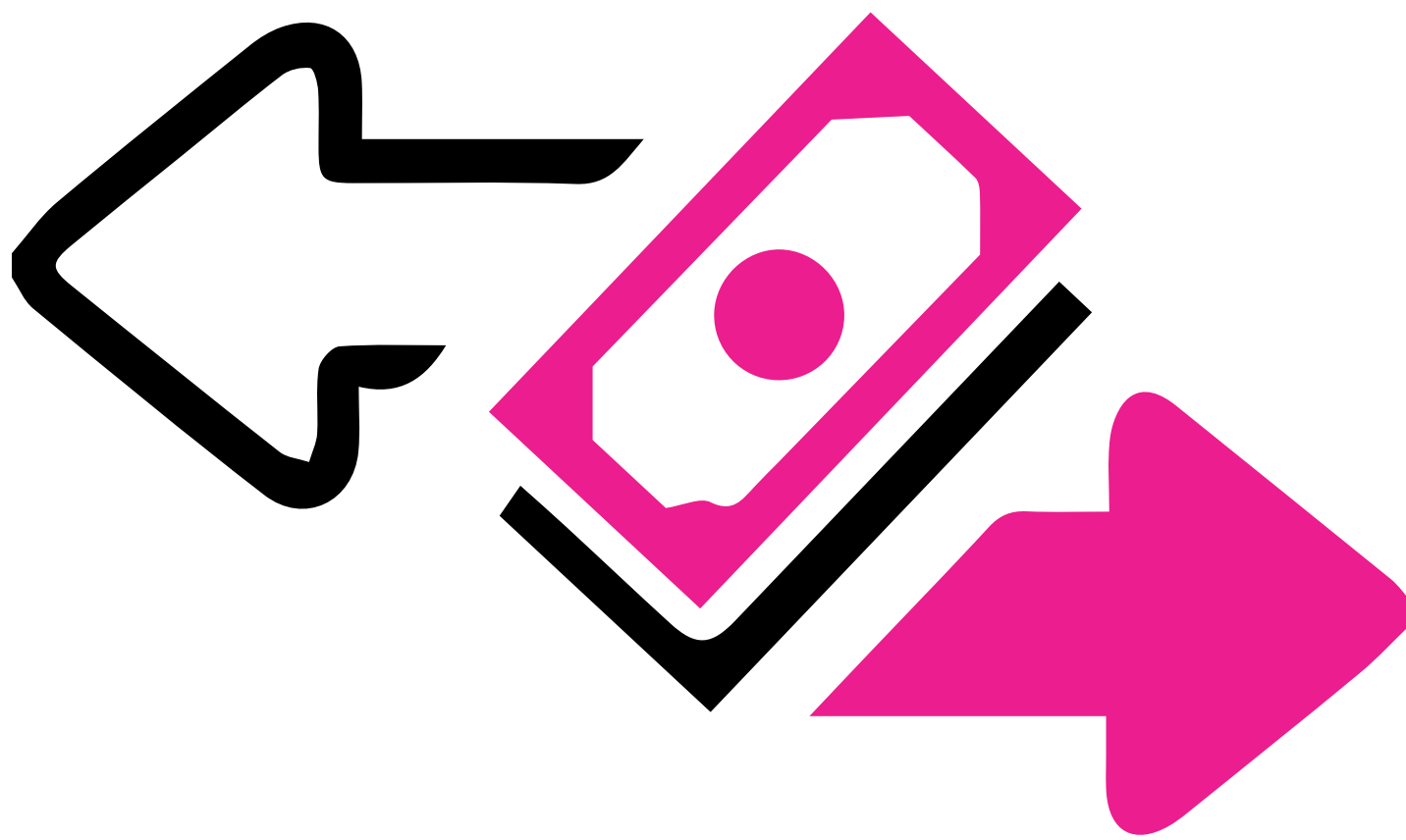


# HOW DO YOU TRACK ALL YOUR PURCHASES?

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

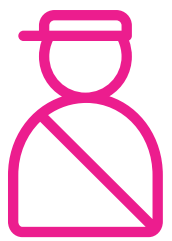
### Al Maktoum Airport

### Sharjah Airport

### Al Ain Airport

### Ras Al Khaimah Airport

### Al Fujairah Airport



## LAND BORDERS

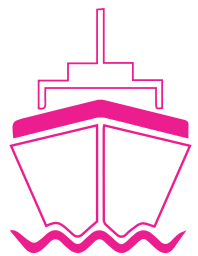
**Al Ghuwaifat** - At the border with Saudi Arabia

**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



## 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](http://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.