



Dear **Traveller**, you are a non-EU resident, 16 or over and have been in France for less than 6 months.

Under certain conditions, you can obtain a refund of the VAT paid on the goods purchased during your stay in France.

You must meet the following conditions:

- Purchase the goods from a retailer offering VAT refunds.
- Purchase tourist goods<sup>1</sup>
- Purchase the goods on the same day in the same store at a total cost of over €175 including VAT.
- Transport the goods back to your country of residence by yourself.

<sup>1</sup> You are entitled to purchase a maximum of 15 units of the same article.

## VAT REFUND PROCESS IN FRANCE

### WHEN MAKING YOUR PURCHASE

HOW do I prove I am a non-EU resident?

FOREIGN NATIONALS	FRENCH NATIONALS RESIDENT IN A THIRD COUNTRY
Valid passport	Consular ID card or Certificate of registration in register of French citizens abroad

WHAT DOCUMENT will the retailer give me?

Once you have made your purchase, the retailer will inform you of the procedure for obtaining a VAT refund and will provide you with an export sales form. By signing the form, you agree to comply with the necessary formalities to obtain your VAT refund.

### WHEN LEAVING FRANCE

WHEN should I have my export sales forms stamped?

- Before the end of the third month following the month of purchase.
- When leaving the European Union from France.
- Before checking-in your luggage if you are leaving by aeroplane.

HOW do I get my export sales forms stamped?

You can have your forms for goods purchased in France stamped at any PABLO barcode reader. There is no need to contact Customs.

WHERE are the PABLO barcode readers located?

PABLO barcode readers are generally located near to Customs offices in international airports, ports and at border crossings.

## HOW THE INTERACTIVE PABLO BARCODE READER WORKS

### 1 SELECT YOUR LANGUAGE

Select one of the eight languages proposed on the touch screen.



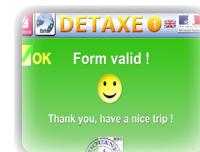
### 2 SCAN THE BAR CODE

Scan the bar code on your form using the reader.



### 3 OBTAIN CUSTOMS APPROVAL

A green screen will appear with the message «OK, form valid»: this electronic approval is exactly the same as a Customs stamp. The approval process is complete. If a red screen appears, follow the instructions on screen.



Once your form has been scanned and approved, you can obtain a refund directly at a reimbursement window if there is one located at the exit point you are leaving from. Alternatively, you can opt for a refund via bank transfer. You should inform the retailer of your preferred option when purchasing the goods.

WHAT SHOULD I DO if there is no PABLO barcode reader at the exit point I am leaving from or if I have a foreign export sales form in my possession?

In both cases, you should contact someone from Customs.



Customs may at any time check that you meet the VAT refund conditions. If you are subject to a Customs inspection, you must provide:

- ID confirming that you are a non-EU resident.
- Your travel ticket.
- The goods eligible for a VAT refund, which you must carry with you.

**Failure to present the goods to Customs will result in your export sales form being cancelled and a possible fine.**

When leaving the country, ensure you have plenty of time to deal with the VAT refund formalities.

# YOU WERE UNABLE TO COMPLETE VAT REFUND FORMALITIES IN FRANCE

I was unable to complete the VAT refund formalities before leaving France<sup>2</sup>.

Am I still entitled to a refund?

Yes. To obtain a refund, you must:

- 1 obtain a **receipt** from the Customs service in your country of residence proving that you paid the duty and VAT on the goods purchased, or;
  - present a copy of the **export sales** form and the goods purchased to the French embassy or consulate in your country of residence to obtain a stamp or certificate confirming that they have seen the goods.
- 2 Send your request for regularisation to the Customs service located at the French point of departure **within six months of the date of purchase**.

You must enclose with your request:

- A copy of an official document proving that you are a non-EU resident.
- The receipt provided by Customs in your country of residence, or a certificate/export sales form stamped by the French embassy or consulate.
- Your travel ticket.
- A letter explaining why you were unable to complete the VAT refund formalities before leaving France or the EU. This letter must also include the date and time you left France.

What should I do if I leave the European Union via a Member State other than France?

You must ask the relevant authorities in this Member State to stamp your export sales forms and send them back to the French retailer who sold you the goods.

<sup>2</sup> If you were unable to complete the formalities before your departure due to exceptional circumstances, you must explain what they were when you make a request for regularisation.



THIS LEAFLET IS IN ABBREVIATED FORM AND IS STRICTLY FOR INFORMATION PURPOSES. IT DOES NOT REPLACE THE RELEVANT LEGISLATION.

To obtain more detailed information and avoid committing an offence, we recommend you consult the following:

## Contact

- Internet sites:  
[www.douane.gouv.fr](http://www.douane.gouv.fr)  
[www.rendezvousenfrance.com](http://www.rendezvousenfrance.com)

- Free smartphone application: Douane Fr

## Alternatively, contact

- Infos Douane Service

Numéro Azur  
**0 811 20 44 44**  
Coût d'un appel local depuis un poste fixe



[rendezvousenfrance.com](http://rendezvousenfrance.com)

Or from outside  
Metropolitan France  
+ 33 1 72 40 78 50



web : [douane.gouv.fr](http://douane.gouv.fr)

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General Directorate of Customs and Excise  
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Smartphone: douane fr (free app for travellers)  
Twitter : @douane\_france

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PURCHASES MADE IN FRANCE  
**TAX REFUND**  
MADE EASY WITH  
THE PABLO BARCODE  
READER

