FEDERAL TAX AUTHORITY

·planet

Guide to Tax Free shopping
City validation

What is Tax Free Shopping?

Tax Free shopping is the purchasing of certain 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. The validation of tax free shopping by Planet has to be done within 90 days from purchase date.

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 I 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 price.

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.

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

Airport Locations

Remember to visit our validation staff before you check your luggage – 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

Who is eligible?

You should be 18 or over and not residing in the UAE. Crew members on flights leaving the UAE are not eligible to claim. Under current rules, GCC Nationals are eligible if they are non-resident. Please note that there may be restrictions on UAE nationals who are residing abroad for the purposes of studying.

How to validate your goods

1. Scan your boarding pass at the self service kiosk.

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 red light, you will have to take the goods, Tax Free tags and receipts to one of our validation points at the airport located before you check-in and after security check.

   Please pay close attention to the location instructed by the self-service kiosk to complete the validation process.

   You may be requested to visit our validation point either at our location before baggage check-in or after you complete security check.

5. Choose your preferred refund method- Credit/debit card, WeChat or Cash.

6. Planet Processes the refund*

* If choosing a cash refund, the maximum refund amount is AED 7,000 per tourist in 24 hours. If the refund amount exceeds AED 7,000 , the refund methods available are credit/debit card or WeChat.

How much time do I have to complete the procedure?

Your Tax Free Tag needs to be validated within 90 days of the purchase date. For instance: a form issued on 1st of April should be validated by 29th of June. If this is not done, the Tax Free Tag expires, and the refund cannot be claimed.

Refunds for already export validated tags can be claimed within 90 days from the date of export validation.

Full 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.

planetpayment.ae

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