



WHO IS ELIGIBLE?

“Overseas tourist” means any Natural Person whose age is 18 years old or above, is not a resident in any of the Implementing States and who is not a crew member on a flight or on an aircraft or cruise ship leaving an implementing State.

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.



@Planettaxfreeme
planetpayment.ae

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

HOW DO YOU TRACK ALL YOUR PURCHASES?

Using Planet Shopper Portal 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
- ▶ Click on the link to the Shopper Portal to access all the features available at your disposal

You Can:

- ▶ View all your refunds 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



AIRPORT LOCATIONS

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

Abu Dhabi Airport

– Common area between all terminals

Dubai Airport

– Terminal 1,2 ,3, and 3 Business

Al Maktoum

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

THE MERCHANT ISSUING PAPER TAX INVOICE WITH A DIGITAL TAG:

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

- 1 The shop assistant completes the sale and scans your passport or GCC National ID
- 2 The shop assistant prints your tax invoice with the Planet tax free tag number, QR code and Planet logo.
- 3 Your tax free transaction has been issued successfully and you can scan the QR code to visit the Planet Shopper Portal to view your transactions
- 4 You must present the tax invoice at the validation point when you leave the country.

THE MERCHANT ADOPTING 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 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

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**.

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

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 tax invoice.
- 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 **tax invoice** as you will need this for **validation** when you leave **UAE**.

HOW DO YOU VALIDATE YOUR TAX FREE PURCHASES?

- 1 Before you check in your luggage, take the goods and tagged tax invoice to one of our validation points.
- 2 If you are using the self-service kiosks, kindly scan your passport or enter your passport / national ID number manually. If you will be going to the manned validation desks, please provide your passport / national identity card to Planet staff.
- 3 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.
- 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 through WeChat application.
- 6 Planet Tax Free will process your refund request.

* 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 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 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

THE FOUR TYPES OF REGISTERED MERCHANTS:

- ▶ The Merchant issuing the Handwritten Tax Invoice
- ▶ The Merchant issuing the Paper Tax Invoice and the Tax-Free Tag
- ▶ The Merchant issuing the Paper Tax Invoice with a Digital Tag
- ▶ The Merchant adopting the Paperless Method

THE MERCHANT ISSUING THE HANDWRITTEN TAX INVOICE:

Some retailers in the UAE still use handwritten tax invoice when you shop with them and we wanted to make sure you could still benefit from tax-free shopping with Planet.

Here is what you need to know about this type of refund:

- 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 They will then scan the QR code on the physical tax-free tag and place it on the back of your tax invoice
- 4 The representative will then take a photo of your tax invoice and upload it to our system.
- 5 Our Quality Control team will verify the photo in real-time.
- 6 If the verification is denied, you must present the tax invoice at the validation point when you leave the country.

THE MERCHANT ISSUING A PAPER TAX INVOICE AND THE TAX-FREE TAG:

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

- 1 The shop assistant records your purchase details (sales amount, VAT amount and date of purchase)
- 2 A tax-free tag is attached 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 tax invoice at the validation point when you leave the country.

