



### HOW TO SHOP TAX FREE

If the total of your purchases in the same shop is €100.01 or more (including VAT) and made over a maximum period of three consecutive days from the first day of purchase, then ask for your tax refund form in the shop and choose your preferred refund method. Your final reimbursement will be the tax refund minus the administrative costs.

The purchases must have been paid for by the person claiming the refund and must not have been used before leaving the EU.

#### Procedures to be carried out

To be eligible for a VAT refund, you must:

- Be at least 16 years of age and be able to prove that you are not an EU resident,
- Have your export sales form electronically stamped using a PABLO terminal, without going to the customs counter, prior to the end of the third month following the month of purchase. However, your goods may need to be inspected at the customs counter.
- If you are leaving the European Union via another Member State than France, you must request a customs stamp from the competent authorities in that State and then send the original of the form or a scanned copy to the retailer (merchant or VAT refund operator),
- Transport the goods eligible for a VAT refund out of the European Union yourself in your luggage. They may not be carried by a third party.

**NB:** We strongly recommend that you take into account the time needed to complete the necessary procedures when calculating your arrival time at your place of departure.

### GET YOUR TAX-FREE FORM EXPORT VALIDATED

If your tax-free voucher has a PABLO logo on it and you are leaving the European Union from France, have your tax-free voucher validated at a PABLO kiosk. If you are travelling by plane, make sure you do this before checking in your luggage.

For flights departing from France with a same-day transit in another European Union country (and when goods are exported to a destination outside the European Union), have your tax-free voucher validated at a PABLO kiosk in France.

PABLO kiosks are generally located near customs offices in international airports, ports and French border crossings.

If your tax-free voucher does not have a PABLO logo, ask Customs to have it stamped.

If you are leaving the European Union via a country other than France, you must request a customs visa from the competent authorities of that country and then send the original of the voucher to the seller. Customs posts are clearly indicated in all airports, at border posts and in ports.

#### IMPORTANT!

"Administration des douanes et droits indirects" (French Customs Administration) does not make any refunds.

Customs may check at any time that you meet the conditions required to obtain a tax refund. In the event of an inspection, you will be required to present proof of identity to show that you are resident outside the European Union, your travel ticket and the goods purchased with a tax refund. Any failure to present these documents will result in the cancellation of the tax refund form and, possibly, the payment of a fine.

#### Customs notice in other languages available in:

<https://www.douane.gouv.fr/fiche/la-detaxe-en-france-pour-les-touristes-pablo>

### HOW TO GET YOUR REFUND

#### Get the refund onto your credit card

Once your tax-free voucher has been validated by the PABLO kiosk or by Customs, make sure that the number of a valid credit card is written on it.

If the number of the credit card to which you would like the refund to be made has been automatically entered in the shop and printed on the voucher, your refund will be made automatically when your voucher is validated by the PABLO kiosk. In this case, do not return the voucher to PLANET. You can simply keep it for your records.

If the credit card number has not been entered, write it in manually and send your tax-free voucher to PLANET by post (use the prepaid envelope provided). Once your validated tax-free voucher has been received, the refund will be automatically made to your credit card. If your tax-free voucher has not been validated by a PABLO kiosk, you must have it validated by Customs and return it by post to PLANET.

#### Get an immediate cash refund

Present your tax-free voucher at one of PLANET's partner refund points in France and get your refund in cash (a processing fee may apply). You must present your Visa or Mastercard credit card as a guarantee, which must be valid for a minimum of six months.

Once you have been refunded, make sure you validate your tax-free voucher within 21 days, otherwise the total amount of VAT plus the collection fee will be debited from your credit card.

The tax-free form, validated by customs with a manual stamp, must be returned by post to PLANET within 21 days of the refund date (use the prepaid envelope provided).

#### Get the refund in cash at the airport

When leaving the EU, get your tax-free form export validated and present it at one of the PLANET partner airport refund points and get your refund in cash (a cash fee may apply).

### HOW TO USE THE PABLO KIOSK

Once you have obtained the customs visa, you will be refunded according to the choice you made at the point of sale or at a foreign exchange counter before your departure, if your point of exit has one.

#### What should I do if my exit point is not equipped with a PABLO terminal?

Go to a customs counter at the exit point



#### 1 CHOICE OF LANGUAGE

On the touch screen, select a language from the 9 available.

#### 2 SCAN

Scan the barcode on your voucher or smartphone under the optical reader

#### 3 CUSTOMS VISA

✓ Green screen "ok form validated": You have been granted customs clearance.

The procedure is now complete!

✗ If you see a red screen, follow the instructions on the screen.



### PROCESS FOR GETTING YOUR EXPORT SALES FORM STAMPED AFTER YOUR DEPARTURE

If, for reasons solely attributable to the organisation of the customs service (no customs service in place, operating fault with PABLO terminals), your form was not stamped by customs when you left the European Union, you can request rectification by getting your export sales form stamped after your departure from the Regional Customs Directorate with jurisdiction over the point from which you definitively left the European Union (a list of the addresses of each regional directorate is available on our website: <https://www.douane.gouv.fr/es-cellules-conseil-aux-entreprises-cce>). If the conditions set out below are met, you have **six months from the date the form was issued to send your request**.

#### This is a three-stage process

##### 1/ Verification of the admissibility conditions for requests

You must state the reasons that prevented you from completing the customs procedures for export, along with the name of the customs office at the exit point and the date of your departure from the European Union.

You must also enclose the following supporting documents with your request:

- Any official document proving that you are habitually resident outside the European Union and that you visited France for a period of less than six months (copy of passport, consular ID card, green card, or any other residence permit for a non-EU country),
- The original copy of the export sales form, or a scanned copy,
- A copy of your travel ticket.

##### 2/ Acknowledgment of exports of goods outside the EU territory

Proof of export of goods is provided in one of three ways:

- By showing your export sales form and the related goods mentioned therein to the consulate of your country of residence: the consulate will then either be able to directly acknowledge the export of the goods by stamping box A of the form or by issuing a presentation of goods certificate, or will direct you to an honorary consulate specially authorised in matters of VAT refunds to carry out this procedure.
- By requesting a meeting with the customs attaché based in your country of residence, through the Regional Customs Directorate with jurisdiction over the point from which you definitively left the European Union. You must bring and present your form, and the related goods mentioned therein at your scheduled meeting.
- By sending the receipt of payment of import duties and taxes owed in your country of residence to the customs department responsible for determining the admissibility of your request for rectification after your departure.

##### 3/ Validation of the form and the tax refund process

Once the export of goods has been acknowledged by a consulate based in your country of residence, you are required to send the proof of export (form with box A stamped or presentation of goods certificate) to the Regional Customs Directorate with jurisdiction over the point from which you definitively left the European Union, which will then electronically validate the form using the PABLO application.

Once export of the goods has been acknowledged by the customs attaché based in your country of residence, the attaché can directly validate the export sales form using the PABLO application.

After the form has been validated, you must contact the retailer (merchant or VAT refund operator) so that it can carry out the refund.

For all questions concerning the VAT refund process, please contact the merchant or VAT refund operator that carried out the VAT refund.

La loi 78-17 du 06/01/1978 relative à l'informatique, aux fichiers et aux libertés vous garantit un droit d'accès, de rectification des données vous concernant et vous permet de refuser, conformément à l'article 27, leur maintien dans le fichier au cas de motif légitime. Ce droit s'exerce auprès de PLANET destinataire du présent document.

PLANET operates a Foreign Exchange Rate Policy for its customers when processing certain refunds:

- Cash Refunds at Airports may attract an additional fee and an exchange rate applied by the local refund office. Please always ask for details from the local refund point.
- Where possible, Credit Card and Cheque refunds will be processed in the customers local currencies. Planet will add a mark-up according to our Terms and Conditions on the website <https://www.planetpayment.com/terms-and-conditions>. Certain Credit Card companies / Banks may apply additional charges for processing refunds through their network.
- For those customers who opt for an immediate tax discount in the store, minimum processing fees will apply in those cases where PLANET do not receive a valid, returned tax refund form within 21 days.

#### CONDITIONS DE VENTE PAR «PLANET» À L'ACHETEUR/CONDITIONS OF SALES BY «PLANET» TO THE PURCHASER

1° L'ACHETEUR se conformera aux conditions stipulées par PLANET.

2° L'ACHETEUR a acheté les marchandises auprès de PLANET, contre paiement du prix visé ci-contre. L'ACHETEUR confirme que, comme convenu avec PLANET, il a versé, au nom et pour le compte de PLANET, le prix d'achat au DÉTAILLANT qui lui a remis les marchandises.

3° Pour faciliter l'instruction efficace de toute réclamation, PLANET a cédé tous les droits et voies de recours concernant les marchandises, dont la garantie légale à L'ACHETEUR qui accepte de s'adresser directement au DÉTAILLANT. L'ACHETEUR reconnaît qu'en cas de réclamation adressée à PLANET, le DÉTAILLANT a garanti ce dernier de toutes les conséquences qui en découleraient. L'ACHETEUR prend acte de ce que rien des présentes conditions ne porte préjudice à ses droits. Le présent contrat est soumis au droit français.

4° L'ACHETEUR reconnaît que l'éventuel remboursement de TVA qui pourra lui revenir ne peut être obtenu qu'avec l'accord des autorités douanières, accord qu'il lui incombe d'obtenir. Il dégage PLANET de toute responsabilité dans l'approbation et le visa des bordereaux de vente par les autorités compétentes.

1° The PURCHASER will comply with the conditions laid down by PLANET.

2° The PURCHASER has bought the goods from PLANET in consideration of the payment of the price described overleaf. The PURCHASER confirms that, as agreed with PLANET, the PURCHASER paid in the name and on behalf of PLANET the purchase price to the RETAILER who delivered the goods to the PURCHASER.

3° To facilitate the efficient processing of claims, PLANET has assigned all its rights and remedies to the PURCHASER relating to the goods under legal guarantee who agrees to address all complaints directly to the RETAILER. The PURCHASER acknowledges that in the case of a claim being made against PLANET, the RETAILER has guaranteed the latter against all consequences resulting therefrom. The PURCHASER acknowledges that nothing in the present conditions shall prejudice his rights. This agreement shall be governed by and interpreted in accordance with the French laws.

4° The PURCHASER acknowledges that the possible export refund of Added Value Tax may be obtained only subject to the customs authorities' agreement which he is responsible for obtaining. The PURCHASER discharges PLANET of any liability in obtaining the approval and stamping the tax-free forms by the relevant authorities. In the event of discrepancy between the English and French versions of these conditions, the French text will prevail.