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

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY



planet

Guide to Tax Free shopping City validation

V001

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.

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 a red light, you will have to take the goods, Tax Free tags and receipts to one of our validation points at the airport as instructed by the self service kiosk.
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.



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