



# Procedure for VAT Refunds



This procedure must be followed to obtain the customs confirmation for the VAT refund at Salzburg Airport.

VAT refunds are available if:

1. Your permanent residence is outside the EU.
2. You do not have a secondary residence within the EU (certain territories such as the Canary Islands, Greenland, Lake Lugano, and San Marino are exempt).
3. Your purchase totals at least €75.01 on a single invoice in Austria.

## ATTENTION

this procedure must be completed before Check-In

### STEP 1

#### COMPLETE THE TAX FREE FORM

- Name
- Passport number
- Address
- Credit Card Number

### STEP 2

**Prepare the invoices of the goods and the goods purchases** – goods will need to be presented to customs

### STEP 3

Use a DEV (Digital Export Validation) **Validation Kiosk** in terminal 1 in the check-in area and start validation by scanning your passport

**IF**  
you cannot see a Tax Free Form, scan the form's barcode



Doc-ID XXXXX XXXXX XXXX XXXXX

**IF**  
The forms are not available via scanning, please go to customs in the arrival hall



The purchase will be checked and stamped by a customs officer

### STEP 4



Export validation successful



If no further checks are required, the kiosk will display, that the export validation was successful

**IF**  
further checks are required, the kiosk will display the information, please go to customs in the arrival hall



### STEP 5



Put the stamped Tax Free Forms in the envelope and send it to the tax free company, there are no postage charges. The yellow post box is located in Terminal 1, next to the bakery or next to the gate at Heinemann Duty Free Shop.



For Global Blue forms you can also receive your VAT refund at a refunding Kiosk at the gate area after security check