

## FAQ:

1. What documents will I need to receive a Tax Free VAT refund?
  - 1) Passport
  - 2) Sales Receipt
  - 3) A completed Tax Free Form and export validated with a customs stamp.
2. Who is eligible for a Tax Free Shopping?
  - 1) Foreign Tourist with passport issued by country that is not part of Eurasian Union (Russia, Belarus, Armenia, Kazakhstan, Kirgizstan).
  - 2) Foreign Tourist who made a purchase for an amount not less than 10,000 RUB including VAT (in one day, in one store, sales receipts can be summed up).
  - 3) Foreign Tourist must leave Russia no later than 3 months from the date of purchase.
3. How and where I can receive a Tax Free VAT Refund?

Foreign Tourist can receive a refund at the Global Blue office or send the form by registered mail.

\* Detailed information about customs and return offices can be found on the Global Blue envelope or leaflet.

### **Airport:**

- Moscow: Domodedovo Airport (Terminal A), Sheremetyevo Airport (Terminal C, E, F, and D), Vnukovo Airport (Terminal A).
- Saint Petersburg: Pulkovo Airport (Terminal 1) (Soon)
- Sochi: Adler Airport (Main Terminal) (Soon)
- Vladivostok: Airport and Marine Port Checkpoint (Soon)
- Car Checkpoint Mamonovo (Gzhehotki) (Soon)

### **Worldwide:**

- More than 700 Global Blue VAT return offices.

### **In China:**

- More than 30 Global Blue VAT return offices.

4. What Tax Free VAT refund methods exist in Russia?

Initially in Russia, the refund will be on the credit card at the Global Blue offices. Later, foreign tourist will be able to get VAT refund by bank transfer, check, cash, and Alipay.

5. What are the time limits of a Tax Free VAT refund?

At the Global Blue office, cash refunds are carried out immediately with an additional commission charge. Return to the credit card is carried out within 5 working days. Tax Free forms are sent out to the Global Blue office by mail and carried out within 3 weeks.

6. In what currency will VAT be refunded?

Immediate VAT refund at the Global Blue office is in the currency of the country in which the return office is located. VAT refund on the credit card is in the purchase currency.

7. Can I get a Tax Free VAT refund in another currency?

If the customer wants to receive a refund in a different currency, the current exchange rate will apply in the place where the refund carries out.

VAT refund on the credit card in a currency other than the currency in which the purchase was made, the current Global Blue exchange rate (based on the commission of a recognized European bank) will apply for conversion plus a commission of 3-5%. Credit card accounts always credited in the local currency of the country in which the card was issued.

8. How can I calculate the VAT refund amount?

You can calculate the amount of the refund using the calculation table or the calculator on [globalblue.com](http://globalblue.com). In addition, on the Tax Free form will be shown the refund amount.

The refund amount is approximately 11% (for VAT 18% minus the Global Blue commission)

The refund amount is approximately 6% (for VAT 10% minus the Global Blue commission)

9. Does Tax Free Shopping extend to goods ordered online and delivered by a courier or other delivery method?

No, the client must purchase the goods only in the off-line store.

10. Conditions for receiving Tax Free VAT Refund?

1. All purchases made in same day.
2. All purchases made in within one store, except tenants stores below
  - S.T.Dupont
  - Chanel
  - Christian Louboutin
  - Fendi
  - Furland
  - Корнеры: Prada, Miu Miu, Gucci
  - Louis Vuitton
  - Samsung
  - Suit Supply
  - Stephen Webster
  - ERES
  - Manolo Blahnik
  - Dior (cloth and accessories)
3. The amount of purchases should be at least 10.000 rubles.

Tax free form issued only on the same day of purchase.

11. Is it always necessary to present the goods at the customs office to confirm the purchase?

Yes, the customs will check the purchases, so it is necessary to keep the original packaging and not to cut off the label's tags.

12. What products do not take part of Tax Free Shopping?

Excise goods, gift cards, Tsum services, and tenants.

13. For what goods I can get Tax Free VAT refund?

Clothes, shoes, accessories, perfumes, cosmetics, household goods, porcelain, crystal, jewelry, and Apple products.

14. Who is the operator for Tax Free Shopping in Russia?  
Tax Free Shopping operator in Global Blue.

If you do have any additional questions, please contact [TaxFree@tsum.ru](mailto:TaxFree@tsum.ru) or call 6688.