

VAT REFUND FOR TRAVELLERS (TAX FREE)

Go shopping and
get a refund
of the VAT paid,
with **DIVA**
the new fast and
safe electronic
system

DEVOLUCIÓN
IVA



FOR MORE INFORMATION



Link to the AEAT (Tax Agency) website

www.agenciatributaria.es

Teléfono: (+34) 901 33 55 33

WHEN ARE YOU ENTITLED TO A REFUND?

You are entitled to a refund if you:

- Have your **habitual residence** outside the European Union (or in the Canary Islands, Ceuta or Melilla).
- The goods acquired **do not constitute commercial shipments** and leave the EU within the **three months** following their purchase.
- And, in addition, the total value of the goods purchased is **higher than € 90.15** (including taxes) on each invoice.

HOW DO YOU OBTAIN A REFUND?

1. Ask for a "DIVA form" **at the shops** where you are making your purchases, and if they are not yet using it, keep the complete invoice.
2. Upon arrival at a **port or airport**, go to the customs' stamping area:

If you use
DIVA the
process will
be faster and
safer!



- With DIVA you will be able to use the automatic machines with easy-to-follow instructions.
- If you do not have a DIVA form, speak to the customs staff, who will check that the requirements are met and stamp the invoices manually.

Remember to carry with you:

- Your passport.
 - The invoices for your purchases or the DIVA form.
 - And the goods for which you are requesting the refund (**PLEASE NOTE:** without the goods there can be no stamp).
 - Your boarding card or your ticket with your travel route.
3. Afterwards, you may **request your money** at the tax free company in the boarding area (subject to a commission) or directly from the shop where you made your purchases.

In this latter case, you must send the stamped invoice or the identification number of the DIVA form.

In the event that you are leaving the European Union and making a stopover in another European airport, the invoices corresponding to the goods in your carry-on luggage shall be stamped at the customs of the airport of transit.