



SUBJECT	FIJI REVENUE & CUSTOMS AUTHORITY INFORMATION GUIDE – TOURIST VAT REFUND SCHEME
DATE OF EFFECT	1 st February, 2010
LEGISLATIVE REFERENCES	Value Added Tax Decree <ul style="list-style-type: none">▪ Section 70B▪ Fourth Schedule

TOURIST VAT REFUND SCHEME – INFORMATION GUIDE

1. INTRODUCTION

- 1.1 The Tourist VAT Refund Scheme (TVRS) was announced by the Prime Minister and Minister for Finance as part of the 2010 Budget Policies. The scheme came into effect on 1 February, 2010.
- 1.2 The Information Guide outlines the practice of the Fiji Revenue & Customs Authority (FRCA) in relation to the implementation of the Scheme.
- 1.3 The guide:
 - (a) explains the salient features of the TVRS;
 - (b) provides the eligibility conditions both for refunds and that which must be complied with by the retailers who will be part of the Scheme;
 - (c) outlines TVRS activities performed by FRCA both at the Nadi International Airport and the Suva wharf which includes processing the TVRS claims; and
 - (d) explains the management of the relationship with the designated refund agency contracted to provide the payment function of the scheme.

2. WHAT IS THE TOURIST VAT REFUND SCHEME?

- 2.1 When goods are purchased in Fiji, a tourist is required to pay VAT on the purchase if the retailer is registered for VAT.
- 2.2 The TVRS will allow a tourist to claim a refund (subject to certain conditions) of VAT paid on goods purchased in Fiji and taken out of Fiji via the Nadi International Airport or the Suva Wharf.
- 2.3 The Scheme applies to departures from the **Nadi International Airport and the Suva Wharf ONLY**.

3. QUALIFYING CONDITIONS

- 3.1 To be eligible for a VAT refund, a tourist **must satisfy** the following criteria:
 - a. Is a resident in a country other than Fiji;
 - b. Is a holder of a foreign passport;
 - c. Is 13 years of age or above at the date goods are purchased; and
 - d. If employed, is employed in a country other than Fiji. Tourists that are unemployed or retirees are eligible subject to paragraphs (a) to (c).
 - e. The tourist shall fulfill all the conditions stipulated in (a)-(d) above.
- 3.2 For Student Permit Holders the following conditions are to be met:
 - a. the goods must be purchased in the last four months of the expiry of the student permit;
 - b. satisfy all other criteria of the TVRS under 3.1

4. GOODS ELIGIBLE FOR REFUND UNDER THE TVRS?

- 4.1 The VAT refund **applies to goods**, the supply of which is taxable **EXCEPT** any of the following goods:
 - Goods that have been partly consumed at the time at which the tourist leaves Fiji;

- Goods exported for business or commercial purpose;
 - Unaccompanied goods (including goods exported by freight); and
 - Goods that are not presented for inspection with the required claim form at the Tourist VAT Refund Counter.
- 4.2 **The definition of ‘consumed’ used in this context is to ‘use up resources or materials’** e.g. jewellery bought under the Scheme and worn at the time of departure are considered to have been ‘partly consumed’ and therefore not eligible for refund.
- 4.3 The VAT refund **applies to goods ONLY** therefore; services such as accommodation in a hotel, hostel, boarding house or similar establishment are **NOT eligible** for refund under the TVR Scheme.

5. CONDITIONS FOR A REFUND

- 5.1 A tourist shall be entitled for a refund upon satisfaction of the following conditions:
- a. A minimum cumulative spending of \$500(VAT included) from any of the approved operators, during the tourist’s stay in Fiji, subject to b;
 - b. The goods must be purchased no later than 2 months before departure;
 - c. The tourist must complete at the time of his purchase an application for a refund on application Form 7 (Annex I) supported by tax invoice(s) showing the amount paid by the tourist; and
 - d. On the **day of departure, the tourist must carry the goods** as check-in baggage or hand luggage and present it to the Customs Officer at the Tourist VAT Refund Counter at Nadi International Airport or at the Suva Wharf.
- 5.2 As a result of the above, if a tourist receives his/her payment voucher but is unable to cash it at the ANZ bank then departs the country; his/her REFUND WILL NOT BE ISSUED.

6. APPROVED LICENSED RETAILERS

- 6.1 The scheme is open to all **VAT-registered and tax compliant traders**.
- 6.2 Any retailer wishing to be eligible to operate as an **Approved Licensed Retailer** under the Scheme, should lodge an accurate application to the Commissioner on the designated Application Form (Annex II).
- 6.3 Upon approval by the Commissioner, the retailer is required to pay an annual license fee of **F\$2,500**. With respect to entities with different branches in Fiji, each branch is required to lodge a separate application, pay a separate annual fee and be separately licensed.
- 6.4 Upon payment of fee and issuance of license, FRCA will issue the following to the Approved Licensed Retailers:
- (a) Signage for Approved Licensed Retailer;
 - (b) Refund Forms (Form 7 in triplicate); and
 - (c) TVRS Brochures.
- 6.4 The Approved Licensed Retailer is required to display an **“APPROVED LICENSED RETAILER”** logo in their Shops.
- 6.5 The Approved Licensed Retailer is also required to have a unique stamp for the outlet and provide its specimen to FRCA.

- 6.6 The list of approved licensed retailers is available on our website at the following link:
http://www.frca.org.fj/public_notices.htm

7. MAKING A SALE UNDER THE TVRS

- 7.1 The retailer must issue a tax invoice with VAT at the prevailing tax rate to any tourist. Prior to issuing a Refund Form to the tourist, the retailer should verify that:
- a. The tourist is entitled to use the TVRS(see paragraph 3.1);
 - b. The goods sold must be eligible under the scheme (see paragraph 4); and
 - c. The tourist will take the goods out of Fiji within 2 months from the date of purchase.

7.2 TAX INVOICE

- 7.2.1 A tax invoice issued to the tourist shall contain the following particulars:
- (a) the words “tax invoice” in a prominent place;
 - (b) the name, address and taxpayer identification number of the supplier;
 - (c) the name and address of the recipient;
 - (d) an individual serialized number and the date upon which the tax invoice was issued;
 - (e) a description of the goods and services supplied;
 - (f) the quantity or volume of the goods and services supplied, and
 - (g) the total amount of the tax charged, the consideration, excluding tax, and the consideration, inclusive of tax for that supply.

7.3 REFUND FORMS

- 7.3.1 The Refund Forms have now been printed in triplicate with the TVRS conditions printed on the back of the **first white copy**, which belongs to the tourist. The **second yellow copy** belongs to Customs whilst the **third blue copy** belongs to the retailers.
- 7.3.2 These will be issued by FRCA to the Approved Licensed Retailers. Every Form has a unique serialized number that will be used by FRCA in the event where post audit maybe required.
- 7.3.3 Therefore the Refund Form is proof that the goods were brought from an Approved Licensed Retailer.

7.4 ISSUANCE OF REFUND FORMS

- 7.4.1 Upon satisfaction of Para 7.1, the retailer is required to do the following:
- (a) Clearly fill in the details of the purchase in **Part A** of the Refund Form;
 - (b) Advise the tourist to fill **Part B** of the Refund Form in the retailer’s presence;
 - (c) Endorse and **stamp the three copies of the form** in the **Retailers Declaration** part of the Form
7;
 - (d) Give the completed first (white) and second (yellow) copy of the triplicate form along with the
Tax Invoice for the purchase to the tourist;
 - (e) Keep the third (blue) copy as a record; and

- (e) Inform the tourist to produce the goods purchased together with the first and second copy of the refund form and the Tax Invoice at the TVR counter for inspection and endorsements upon departure.

7.5 BLANK REFUND FORMS

- 7.5.1 The retailer must have proper control over blank or partially completed refund forms. This will minimize the possibility of illegitimate claims.
- 7.5.2 The retailer must keep appropriate proof and comply with the accounting and record-keeping requirements as stipulated under the VAT Decree 1991.

8. REFUND AGENCY

- 8.1 The Australia & New Zealand Banking Group Limited (ANZ) has been contracted to issue refunds to eligible tourists at the Nadi International Airport and the Suva Wharf.

9. HOW WILL THE REFUNDS BE ISSUED?

- 9.1 If a tourist qualifies and wants to use the scheme, the retailer is required to complete his/her sections on the refund form. Then give the first (white) and second (yellow) copies of the refund form and the Tax Invoice or receipt for the purchase to the tourist.

- 9.2 The retailer will then keep the blue copy of the form 7 for his records.

- 9.3 Upon departure, the tourist is required to produce the goods purchased together with the refund form and Tax Invoice to the TVR Counter at Nadi Airport or Suva Wharf.

9.4 GOODS TAKEN AS CHECK IN LUGGAGE (NADI AIRPORT)

- 9.4.1. Upon arrival at the Airport the tourist is to proceed directly to the TVRS counter for the goods to be inspected.

- 9.4.2 **AFTER** Inspection and verification of all relevant documents the tourist can then Check-In.

- 9.4.3 If the Customs officer is satisfied that the tourist is eligible for a refund, he/she will endorse the refund form and then the tourist will **NEED** to return to the TVRS counter with his/her boarding pass, **AFTER** checking in.

- 9.4.4 Once the boarding pass is presented to the Customs officer he/she will then give the Payment Voucher – Form 8 (ANNEX III) to the tourist who will then proceed inside the Departure Lounge and take his/her voucher to the ANZ bank located inside the Departure Lounge, for processing.

9.5 GOODS TAKEN AS HAND LUGGAGE (NADI AIRPORT)

- 9.5.1 Tourists are to proceed straight to the check in desk, get checked in and receive their boarding pass.

- 9.5.2 The tourist then continues onward to the Departure Lounge with their goods and boarding pass.

- 9.5.3 The Customs officer will then inspect their goods and verify all the necessary documents.

- 9.5.4 If satisfied, the Customs officer will endorse the Refund Form and issue a Payment Voucher - Form 8

(ANNEX III) to the tourist and direct him/her to the ANZ bank to receive his/her refund.

9.6 The Bank will issue the refund in cash and in Fijian currency (FJD) before departure.

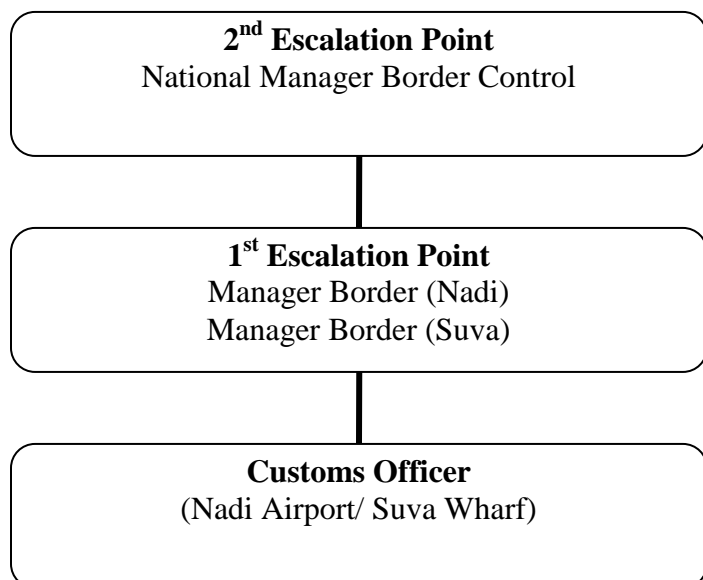
10.0 OTHERS

10.1 OFFENCES RELATED TO THE SCHEME

- 10.1. Anyone who receives goods from a tourist after the refund form has been submitted to the Customs Officer is liable for a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months.
- 10.2. Anyone who takes out any goods, from the Nadi International Airport Departure Check-in Counter or the Suva Wharf after the refund form has been submitted to the Customs Officer, is liable for a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months
- 10.3. The Commissioner may revoke a license if a registered retailer fails to comply with the requirements of the Scheme.
- 10.4. Full terms and conditions in the VAT Decree Section 70b, Fourth Schedule and printed on the back of the white copy of the Form 7.

11. PROBLEM ESCALATION

- 11.1 In the event that a problem arises, that the Customs Officer cannot resolve, the following escalation path should be followed:



12. CONTACTS

12.1 The TVRS Brochure and retailer's application can be found on the FRCA Intranet and Website (www.frca.org.fj). Hardcopies of the brochures are available at the Approved Licensed Retailer shops. For any other additional information contact TVRS-Enquiry@frca.org.fj or the following staff members:

No.	Name	Telephone	Email	Location
1	Watisoni Rauicava	324 3301	wrauicava@frca.org.fj	Nasese
2	George Mow	324 3027	gmow@frca.org.fj	Nasese
3	Chana Jephthah	324 3032	rvakatawa@frca.org.fj	Nasese
4	Manager Border Control	6722191	-	Nadi Airport
5	Jone Tokisaya Mereili Tave	6722191	jtokisaya@frca.org.fj mtave@frca.org.fj	Nadi Airport
6	Joana Momoivalu	8811399/ 8813951	jmomoivalu@frca.org.fj	Labasa
7	Sailosi Ledua	6660966	sledua@frca.org.fj	Lautoka
8	General enquiry		TVRS-Enquiry@frca.org.fj	



REPUBLIC OF FIJI

Value Added Tax Decree 1991
[Section 70B]

Form 7

TOURIST'S APPLICATION FOR VALUE ADDED TAX (VAT) REFUND					SERIAL NO:
PART A (to be completed by retailers)					<p style="text-align: center;">IMPORTANT Information for Tourists</p> <p style="text-align: center;">NO GOODS, NO REFUND</p> <p>You MUST meet the conditions of the Tourist VAT Refund Scheme to be entitled for refund.</p> <p>You MUST complete all required information under Part B of this form at the time of purchase.</p> <p>You MUST take the goods out of Nadi International Airport or Suva Wharf within 2 months from the date of purchase.</p>
Receipt/Invoice Number	Date	Description of Good	Qty	Price (Incl. VAT)	
FOR OFFICIAL USE ONLY					Part B (to be completed by tourist in retailer' presence)
Total Payment (incl. VAT)					TOURISTS PARTICULARS & DECLARATION
Net VAT refundable					Name (as in passport):
<p>RETAILER'S DECLARATION</p> <p>I declare that the customer has purchased the goods listed and is entitled to claim for a refund.</p> <p>Signature _____ Date _____</p>					Passport No:
					Nationality:
					Date of Birth:
					Arrival Date:
<p style="text-align: center;">RETAILERS STAMP</p>					Departure Date:
					Residential Address:
PART C (for official use only)					<p>I declare that:</p> <p>(a) I meet all conditions of the Tourist VAT Refund Scheme;</p> <p>(b) The information on this application is true and correct;</p> <p>(c) I will allow FRCA to inspect any goods.</p> <p>Signature _____ Date _____</p>
FRCA remarks				FRCA Endorsement	

TOURIST VAT REFUND SCHEME CONDITIONS

Goods to which VAT refund applies

1. -(1) The refund applies to goods, the supply of which is a taxable supply, except any of the following goods-

- (a) goods that have been partly consumed at the time at which the tourist leaves Fiji;
- (b) goods exported for business or commercial purposes; and
- (c) goods that will be exported by freight as unaccompanied baggage.

Eligibility for tourist VAT refund

2. –(1) Subject to sub-section (2) a tourist is eligible to receive a refund of the tax on the goods from the financial institution under the scheme if he is-
- (a) a resident of a country other than Fiji;
 - (b) a holder of a foreign passport;
 - (c) 13 years of age or above at the date of purchase of the goods; and
 - (d) if employed, is employed in a country other than Fiji. Tourists that are unemployed or retirees are eligible subject to subparagraphs (a) to (c).
 - (e) The tourist shall fulfill all the conditions stipulated in (a)-(d) above
- (2) The holder of a student’s permit shall only be eligible to receive a refund under paragraph (a) if he purchases the goods less than 4 months before the expiry of the student permit.

Conditions for tourist VAT refund scheme

3. –(1) A tourist shall only be entitled to the refund of the tax under the scheme if he satisfies the following conditions-
- (a) the goods must have been purchased from an approved licensed person;
 - (b) the goods must be purchased no earlier than 2 months before the goods are taken out of Fiji to another country;
 - (c) the tourist makes and duly completes, at the time of the purchase of the goods to which the refund relates, an application for a refund of the tax on such application Form 7 as approved and prescribed by the Commissioner;
 - (d) the application form for refund shall be supported by tax invoices showing the amount (including the amount of VAT) paid by the tourist for the goods;
 - (e) if goods have been acquired from an approved registered person or from different approved registered person in a day or on different days, the purchase price paid by the tourist must be at least \$500 (including amount of VAT);
 - (f) the goods are taken out of Fiji to another country as the tourist’s hand or accompanied luggage on the same flight or cruise ship voyage on which he is travelling;
 - (g) the tourist shall submit the application form for refund together with the goods and the supporting tax invoices to the proper officer of customs at the Tourist VAT Refund Counter at the Nadi International Airport or Suva Wharf only, as the case may be, for inspection and endorsement of the application form before the goods are checked in or brought into the aircraft or cruise ship as hand luggage;
 - (h) the tourist shall furnish such information and documents as the proper officer of Customs may require for the purpose of ascertaining whether the tourist will depart from Fiji in accordance with sub-paragraph (1);
 - (i) the tourist shall depart from Fiji within 4 hours from the time of endorsement of the application form for refund by the proper officer of Customs;
 - (j) the goods shall not be taken out of the premises of the Nadi International Departure Check-in Counter or the Suva Wharf, as the case may be, after the application form has been endorsed by the proper officer of Customs; and
 - (k) after the application form for refund has been endorsed, the tourist shall not part with possession of the goods or give it to any other person except to the counter staff for checking in.

Offences relating to tourist VAT refund

4. –(1) Any person who receives any goods from a tourist after the application form in respect of such goods has been submitted to the proper officer of Customs at the Tourist VAT Refund Counter at the Nadi International Airport or Suva Wharf, as the case may be, shall be guilty of an offence and is liable for a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months or to both a fine and imprisonment.
- (2) Any person who brings any goods out of the premises of the Nadi International Airport Departure Check-in Counter or the Suva Wharf, as the case may be, after the application form in respect of such goods has been submitted to the proper officer of Customs at the VAT Refund Counter at the Airport or Suva Wharf concerned, shall be guilty of an offence and is liable for a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months or to both a fine and imprisonment.
- (3) Sub-sections (1) and (2) shall not apply to the circumstances where-
- (a) a ticketing or luggage officer or other employee, who is authorized by the Air Terminal Services Limited of Fiji or the airline or air terminal operator concerned, longshoreman authorized by Fiji Ports Corporation Limited, receives luggage for checking in or handles the luggage for the purpose of loading it into the aircraft or cruise ship or
 - (b) the tourist carries the goods in his hand luggage for boarding on the departing aircraft or cruise ship.

(Extracted from the Value Added Tax Decree 1991 – Fourth Schedule (Section 70B))

CHECKLIST:

Are you eligible to apply under the Tourist VAT Refund Scheme?

(See Eligibility criteria in paragraph 2 above)

Do you have the following?

- Unconsumed goods for verification
- Passport
- Form 7(s) issued by the approved licensed retailer(s)
- Original tax invoices for goods

Please ensure that you **allow enough time** to complete the processing of your refund, check-in, immigration and other security formalities at Nadi Airport or the Suva Wharf.

Contact: Email: TVRS-Enquiry@frcra.org.fj

Ph: 672 2191 extn 103/ 324 3032/ 324 3027/ 324 3302

Fax: 3315537



Application for a license to operate as a VAT Refund Outlet under the Tourist VAT Refund Scheme

Section A: Applicants Details

1. Name of applicant
2. Company's Name
3. Address of Company TIN
5. Nature of Business Activity

Section B: Contact Details

6. Name of Authorized Officer
7. Business Address
8. Position held
9. Business Telephone number Mobile Fax
10. Email address
-
- Signature Date

Completed form to be faxed to fax no. 330 2321 or scanned and emailed to TVRS-Enquiry@frca.org.fj



Tourist VAT Refund Scheme
Value Added Tax Decree 1991
(Section 70B]

Payment Voucher

Date: _____

Serial No: _____

PAY

Name in passport: _____

Passport Number: _____

The Sum of _____ as Net VAT Refundable on purchases of goods made in Fiji.

FRCA Signature

FRCA Stamp