



# Are you eligible to claim a VAT refund?

You are eligible for a VAT refund if:

- You normally live outside of the EU
- If you live outside of the EU and you are working / studying in the UK, you may still be eligible if you can prove you are leaving the EU for more than 12 months
- EU residents may also qualify if you leave the UK for a destination outside of the EU and do not return to the EU within 12 months.

In all cases you must:

- Be able to prove that you belong to one of the categories above by showing the customs official your passport, visa or other documents
- Take the goods outside of the EU by the end of the fourth calendar month after purchase (eg: goods bought on 1 or 31 January would have to be exported by 30 April).

# Are you eligible to claim a VAT\* refund?

If you live outside the European Union you can reclaim UK sales tax (VAT) for many things you buy while visiting Britain. The VAT rate is currently 20% so you could make substantial savings.

You can claim for anything you buy from a participating retailers which has VAT included in the price, **except for the following:**

- Services (eg hotel bills)+
- Goods bought online or by mail order
- Unmounted gemstones
- Consumable goods you've already started using
- Goods that need an export licence (except antiques)
- Goods worth over £600, being exported for business purposes
- Goods to be exported as freight.

## How do I claim?

1

Get a VAT refund form

When you purchase goods, inform the retailer immediately that you wish to reclaim VAT. The retailer will give you a VAT Refund Form to complete and sign.

2

Complete the form

Please ensure you complete the VAT Return Form (sample shown).

3

Go to Customs **before** Security

To reclaim VAT on goods that need to be packed into your check in baggage, go to Customs **before** Security. They will check and stamp your VAT Refund Form. To collect your refund visit a VAT refund desk.

4

Go to Customs **after** Security

If you're claiming for jewellery or electrical items worth over £250 and the item can be placed in your hand luggage, you must visit Customs **after** Security, where they will check and stamp your VAT Refund Form. To collect your refund visit a VAT refund desk.

5

Collect your refund

It depends on the kind of VAT form you've been given. Some only permit a refund to your credit card, or by cheque sent to your home. Others allow a cash refund (there may be a fee to pay), which can be paid in a different currency.

For further details and opening times, visit [heathrow.com/VAT](http://heathrow.com/VAT)

# Sample VAT Return Form

Enter your full name

Add your passport or identity number

Name of the Country which issued the passport or ID number

Your permanent address (not in the UK or EU)

Full Name  
Mrs Joanne Smith

Passport or ID Number  
123456789

Issued by the Government of  
United States of America

Bank / Credit card account number  
55 1345 2587 6985 1811

Expiry date (MM / YY)  
18 11

Permanent Address - not in the EU  
1111 21st St  
Upper East Side  
NYC  
County Washington

Customer declaration  
The information on the is correct.  
I am:  
• Not a resident in the EU  
• A non-EU resident studying or working in the UK who intends to leave the EU for a minimum of 12 months, or  
• An EU resident who intends to leave the EU for a minimum of 12 months.  
I intend to export the goods listed in part B of this form from the EU by the last day of the third month following todays date.

I arrived in the EU on (DD/MM/YYYY)  
11 22 11

I will leave the EU on (DD/MM/YYYY)  
03 03 20 12

Signature JSmith  
Date (DD/MM/YYYY)  
10 20 11

My final destination is (for example Japan, Turkey, USA)  
USA

I am exporting all of the goods (listed in part B) from the EU. I will delete and goods listed in part B that I decide to leave in the EU before I present this form to customs.  
This form must be fully completed. You must produce this form and the goods to customs at the point of departure from the EU. The form must be stamped by customs in the EU.

Your final destination (outside the EU)

The date you arrived in the EU, and your departure date

Account details (bank or credit card) and expiry date (for non-cash refunds only)

Make sure the form is signed and dated



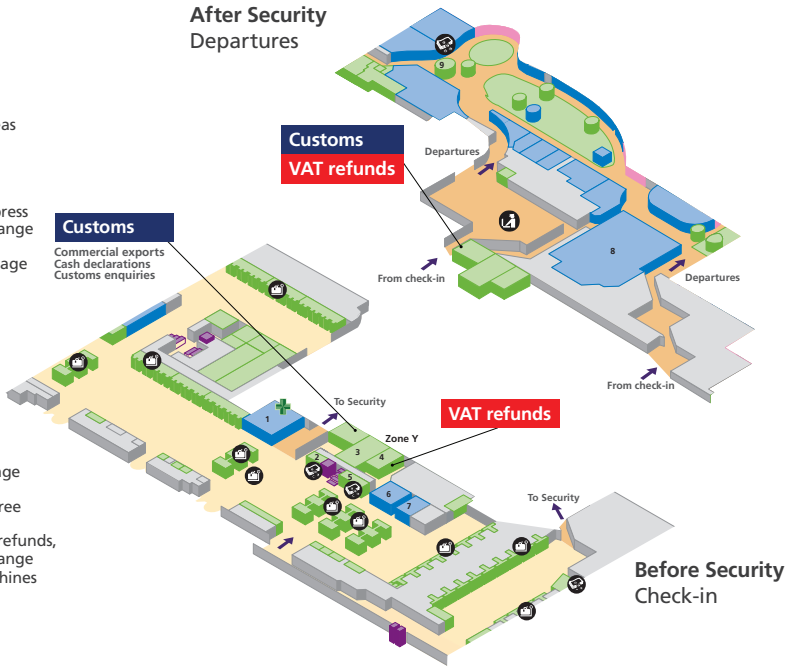
# Further information

If you have further questions about the VAT refund scheme, visit [hmrc.gov.uk/taxfreesshopping](http://hmrc.gov.uk/taxfreesshopping) or call the VAT helpline on 0845 010 9000.

- Bureau de change
- Check-in
- Security
- Public areas
- Passenger areas

- 1 Boots
- 2 American Express bureau de change
- 3 Outsize baggage and Zone Y
- 4 Travelex VAT refunds
- 5 Travelex bureau de change
- 6 WHSmith
- 7 Rolling Luggage
- 8 World Duty Free
- 9 Travelex VAT refunds, bureau de change and cash machines

## Terminal 1








\*In the UK, Value Added Tax (VAT) is charged on many goods and services. Tax Free Shopping allows travellers leaving the European Union (EU) to get a VAT refund on goods they buy here and take home. It cannot be used for services.

†With the exception of business passengers.



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-  Bureau de change
-  Check-in
-  Security
-  Public areas
-  Passenger areas

- 1 World Duty Free
- 2 WHSmith
- 3 Rolling Luggage
- 4 Glorious Britain
- 5 Perfume Gallery
- 6 World of Whiskies
- 7 Thomas Pink
- 8 Sunglass Hut
- 9 Gucci
- 10 Hermès
- 11 Traveler VAT refunds









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## Further information

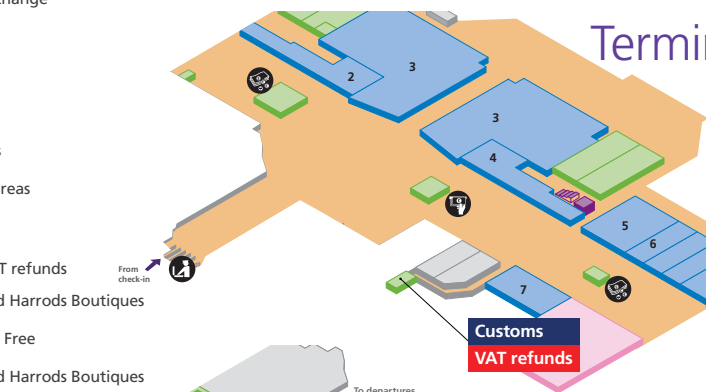
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-  Bureau de change
-  Check-in
-  Lifts
-  Security
-  Public areas
-  Passenger areas

- 1 Travelx VAT refunds
- 2 Harrods and Harrods Boutiques
- 3 World Duty Free
- 4 Harrods and Harrods Boutiques
- 5 Harrods - Signature Store and Food Hall
- 6 Sunglass Hut
- 7 WHSmith

## Terminal 4

After Security  
Departures



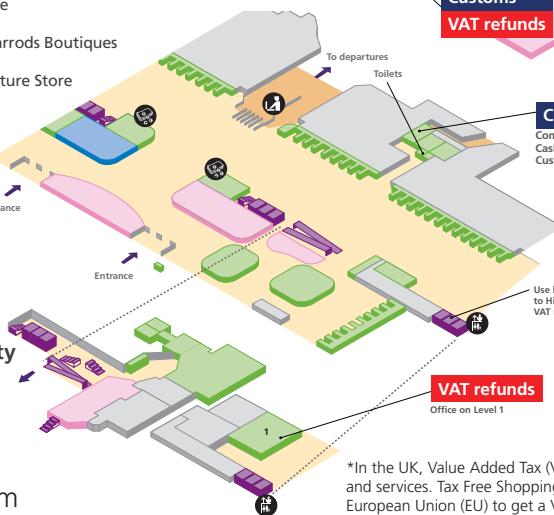
**Customs**  
Commercial exports  
Cash declarations  
Customs enquiries

**(Level 2 Before Security)**  
Check-in

Use lifts opposite Zone G, close to Hilton entrance for Level 1 VAT refunds

**VAT refunds**  
Office on Level 1

**Level 1  
Before Security**



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-  Bureau de change
-  Check-in
-  Security
-  Public areas
-  Passenger areas

- 1 Excess Baggage
- 2 Travelex VAT refunds
- 3 Rolling luggage
- 4 WHSmith
- 5 Boots
- 6 Dixons ADD+
- 7 Harrods Department Store
- 8 British Airways Galleries lounge south

## Terminal 5A



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