



Reg: 2019 / 599505 / 07

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For your convenience, we recommend utilizing UPS services to dispatch your claims to our office. Please feel free to reach out to us via email at [info@vatrefundagency.co.za](mailto:info@vatrefundagency.co.za) to coordinate courier services.

## POSTAL VAT REFUND APPLICATION

### CLAIMANT PERSONAL DETAILS

FULL NAME/S		
EMAIL ADDRESS		
CONTACT NO		
PASSPORT NO		
NATIONALITY		
STREET NUMBER		STREET NAME
SUBURB		CITY
POSTAL CODE		PROVINCE
COUNTRY		
NAME OF FOREIGN ENTERPRISE (ONLY IF CLAIMING ON BEHALF OF A COMPANY)		
REGISTRATION NUMBER (ONLY IF CLAIMING ON BEHALF OF A COMPANY)		

### BANKING DETAILS

BANK ACCOUNT / IBAN NO	
SWIFT CODE	
BANK NAME	
BRANCH NAME / CODE	
CURRENCY PREFERENCE IN WHICH REFUNDS ARE TO BE PAID	

USD	EUR	JPY	GBP	AUD	CAD	CHF	NZD	HKD	SZL
DKK	BWP	SGD	NOK	SEK	CNY	MUR	NAD	LSL	ZAR

### CLAIM DETAILS

DATE OF ENTRY INTO SA	
DATE OF EXIT FROM SA	
POINT OF DEPARTURE FROM SA	
REASON WHY CLAIM WAS NOT SUBMITTED IN PERSON	

### I confirm that:

The information provided is both true and correct.

The movable goods as set out in the attached invoice(s), have been duly purchased in South Africa from a South African supplier who is a VAT vendor and has been exported from South Africa on \_\_\_\_\_ (date) and, as I am not a permanent resident of South Africa / the entity on whose behalf I am submitting this claim, qualifies as a foreign enterprise, (whichever is applicable), I declare that this claim has been submitted in good faith and is neither fraudulent nor unlawful.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE

## **KINDLY ATTACH THE FOLLOWING DOCUMENTS TO THIS APPLICATION:**

### **A)NO CONTRACTOR USED - Claimant exports own goods**

- Export declarations form (provided). (Only required if invoices are not stamped by customs or if no SAD500 was issued).
- Please ensure that the claimant's name is indicated in the exporter block - block 2 - on the SAD500.
- Customs official release documentation (TRD /SAD500/ CND2). Please ensure that the claimant's name or the cartage contractor's name is indicated in the exporter block - block 2 - on the SAD500.
- Copy of the relevant pages of the claimant's passport (including the first page reflecting the full names, passport number and country of residence, as well as the pages reflecting entry and exit stamps).
- Original tax invoices stamped by customs officials.
- Proof of Payment for invoices exceeding R10 000 inclusive of VAT. Payment may be in the form of a copy of your credit card slip or a copy of your bank statements in the case of electronic transfers.
- Proof of importation of the movable goods into the export country if the claimant is a traveler and not registered as an exporter. If claimant is a foreign diplomat: letter from the relevant diplomatic or consular mission stating that he or she is departing from the Republic permanently.
- If claimant is a tourist with SA passport: proof of permanent residence in an export country and proof that the person currently resides in the export country

### **B)CONTRACTOR USED - Claimant pays an individual or company to export goods.**

- All specified documentation outlined in point A above for no contractor used.
- Cartage Contractors tax Invoice signed and stamped by Cartage Contractor.
- If exported via air: Original tax invoice stamped by Cartage Contractor, copy of air waybill, flight number and date and place of departure of consignment.
- If exported via rail: Copy of freight transit order issued by Spoornet, copy of combined consignment notes and invoice issued by Spoornet.
- If exported via sea: Bill of lading with full description of movable goods being exported.

### **C)COMPANIES CLAIMING - Include the following in addition to the specified documentation in A and B**

- Company registration certificate / Trading license
- Letter of authorization on a company letterhead that authorizes an individual to claim on behalf of the company.
- Copy of the relevant pages of the individual representing the company's passport (as more fully set out in A above).

### **D)REGISTRABLE GOODS (Motor Vehicle, Firearms, etc.) - Include the following in addition to the specified documentation outlined for both non-contractor and contractor utilization:**

- Certified copy of the registration certificate for the registrable goods in the export country.
- Proof of registration in the export country in the form of a copy of the registration certificate, certified by a commissioner of oaths.

### **Client Consent in terms of the Protection of Personal Information Act 2013**

The Protection of Personal Information Act 4 of 2013 (POPIA) protects information personal to individuals and businesses. The owner of information is the data subject. All other relevant parties are deemed to be processors of personal information.

#### **Purpose for processing your Personal Information**

We collect, hold, use and may disclose your personal information mainly to provide you with access to the services that we provide. We will only process your information for a purpose you would reasonably expect, including:

1. To provide the services to you.
2. To send e-mail correspondence relating to the services and the progress of your claim.
3. To notify you of new developments that may be of interest to you.
4. To provide you with additional information and/or send marketing material relating to the services.
5. To confirm, verify and update your details and
6. To comply with any legal and regulatory requirements.

Some of your information that we hold may include, your first and last name, email address, a home, postal or other physical address, other contact information, such as your email address, your title, birth date, gender, passport and travel information, your banking details. We will also conduct visual biometric data capturing by capturing your facial image in order to compare your captured facial image to that appearing on your passport for verification purposes.

#### **Consent to Disclose and Share your information**

We may need to share your information to provide advice, reports, analyses, or services that you have requested. Where we share your information, we will take all precautions to ensure that the third party will treat your information with the same level of protection as required by us. Your information may be hosted on servers managed by a third-party service provider, which may be located outside of South Africa.

We may need to transfer/share your personal information with the following third parties, to render the services, including but not limited to:

1. The South African Revenue Service.
2. If you are a resident of a foreign country, such foreign country's Revenue Services (only if applicable and required by law).
3. Banks and Foreign Exchange Trading Companies.
4. Department of Home Affairs.
5. Department responsible for International Affairs and
6. Third party service providers such as Amazon (for visual biometric data capturing and invoicing purposes) and ChatGPT (for invoicing purposes).

#### **Confirmation**

I hereby confirm, by signing this form, that I hereby consent to the processing and disclosure of my personal information for purposes outlined in this consent form. Where I provide such consent on behalf of a natural or juristic person, I confirm that I have the necessary authority to do so. I further confirm that I am aware of the rights afforded in terms of POPIA, which includes but is not limited to:

1. Right to withdraw consent at any time.
2. Right of access to information.
3. Right to lodge complaints with the Information Regulator.
4. Right to object to processing and
5. Right to request that my personal information be updated.

#### **Disclaimer and Indemnification**

- Kindly note that though proof of payment for the supply of movable goods exceeding R10 000 is required, the VRA may request proof of payment to verify the refund of tax in respect of movable goods exported where the consideration is less than R10 000. Proof of payment must, where applicable, follow the SARB requirements. No claims for refunds will be considered where the qualifying purchaser exports the movable goods more than ninety (90) days from the date of the invoice.
- No claims for refunds will be considered where the refund is not requested and fully motivated within three (3) months from date of export.
- Claims can also not be processed unless all documentation, as set out in paragraph 3 of VAT Export regulation No. 316, Government Gazette No. 37580, has been provided to the VRA.
- Please be advised that the VRA will deduct a commission of 1.3% (one point three percent) for processed claims from the claim amount. Additionally, any incidental forex or transaction costs necessary for the payment of the refund will be deducted from the claim amount. Beyond these, any and all additional charges not directly related to the administration or verification of the claim will also be deducted. This may encompass charges that are not typical for claim verification, but are essential for the processing of the claim
- In the event of submissions via postal claims, it shall remain the responsibility of the qualifying purchaser to ensure that a reliable courier or postal service is utilized, which allows for the tracking of parcels. You agree to hold us harmless if your postal submission does not reach our offices for whatsoever reason.
- Following capturing of your information, an email will automatically be sent to the email address provided by you in which the information captured is set out. It remains your responsibility to ensure that 1) you have received such email; and 2) the information set out therein is complete, true, and correct. Our offices will not be held responsible where the information has been captured incorrectly and you have failed to notify our offices thereof.
- Though we will endeavour to process your claim timeously, it may happen that the process takes longer than anticipated, as we need, amongst others, to obtain additional information or documentation from you which was not necessarily requested at commencement of the process. You agree to indemnify and hold our office harmless if there is a delay in the claim process.
- It shall always remain the responsibility of the qualifying purchaser to ensure that all documentation and information provided to the VRA are complete, true and correct.
- You hereby agree to indemnify and hold harmless the VAT Refund Agency and our affiliates and their respective officers, directors, employees, and their representatives against any damages, losses, and liabilities arising from claims not processed or approved by the VAT Refund Agency and/or the South African Revenue Service, other than due to gross negligence or wilful misconduct.
- You hereby further agree to indemnify and hold harmless the VAT Refund Agency, our affiliates, and their officers, directors, employees, and representatives against any damages, losses, and liabilities resulting from unforeseen circumstances that may cause loss or damage to your documentation, such as fires, water leaks, and other similar events.
- Documents related to the refund or claim, when entrusted to individuals not directly affiliated with our business or placed at any location, are the sole responsibility of the qualifying purchaser. We accept no liability for any lost, misplaced, or undelivered documents, irrespective of circumstances or negligence. The qualifying purchaser understands the risks and waives any claims against us for document issues.
- Kindly note that we may not return the original documents to the claimant following processing thereof. We are required to keep these documents as part of our record-keeping duties. In the event that the claim documents are incomplete, we may request additional information or documentation but will still retain the original documents. We can only provide the claimant with a copy of the original documents.

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