

VAT refunds | admin and tax-returns



Your customer has exported the goods he/she bought in your store and is claiming the VAT via vatfree.com. You receive an invoice from us to refund the VAT.

Admin

Credit your customers original sale and re-enter it as a [sale outside the EU](#).

Keep our invoice and supporting documents in your administration for the legally established retention period of 7 years. The supporting documents can be found in your [online invoice portal](#).

Tax-returns

The steps to take for your tax-returns (ob-aangifte) depend on the period in which you receive the VAT refund claim relative to when the purchase was made. You may receive a claim for a purchase for which your tax-returns have not yet been submitted. It's also possible that you receive a claim after your tax-returns for that purchase have already been submitted.

1. **You receive a request before your tax-returns have been submitted**
You can declare the sale in [section 3a \(deliveries to countries outside the EU\)](#) of your tax-returns. You don't pay any VAT to the tax administration. You pay our invoice to refund the VAT to your customer.
2. **You receive a request after your tax-returns has been submitted**
If you have already paid the VAT via your tax-returns, you can submit a correction via your next tax-returns. If the correction amount is high you must submit the correction via a ['suppletie' form](#).
 - a. *Correction of less than € 1.000?*
You may settle the amount via your next upcoming tax return. You deduct the turnover and VAT from your declaration in box 1a. You then enter the new amount (sales with 0% VAT) in box 3a (deliveries to countries outside the EU).
 - b. *Correction of € 1.000 or higher?*
Use of the 'suppletie' form is mandatory for corrections of € 1.000 or higher. You can find this form via ['Login for businesses'](#) on the tax-administration website. If you submit a suppletie form you will receive a separate notification and automatic return of the amount to your account by the tax-administration.

Supporting documentation:

- [*Belastingdienst: information and remarks regarding the suppletie form*](#)
- [*Belastingdienst: correcting your tax-returns*](#)