

NZCS 152

Request a refund as a private individual



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

About this form

Use this form to request a refund of duty and/or GST paid to the New Zealand Customs Service (Customs) on goods imported into Aotearoa New Zealand. This form is for refunds made by private individuals (not for commercial purposes).

Completing this form

You can complete this form by saving a copy to your computer. Information you have filled in can be saved as you go so you don't have to complete it in one session.

You can choose to print and complete this form by hand instead. Use a blue or black ink pen and write in CAPITAL LETTERS.

Before you start

We require the supporting documents listed below. Please provide copies and not original documents. Copies can be supplied as JPEG, PNG, PDF, or document (.doc or .docx) format. Note, we cannot accept links to drop-boxes or external drives, for example Google Drive.

For all requests

- ☐ Copy of photographic ID (passport bio-page or Driver Licence)
- ☐ Invoice from supplier of imported goods
- ☐ Import shipping document (Air Waybill/Bill of Lading/Arrival Notice/Consignment Note)
- ☐ Screenshot of payment details showing evidence of duty and/or GST paid
- ☐ Screenshot of your nominated bank account details for a refund to be paid.
This must include the account name and number.

For requests because goods have been returned to supplier

- ☐ Evidence the goods have been exported from Aotearoa New Zealand
- ☐ Correspondence with supplier confirming the reason for return
- ☐ Evidence of fault or damage

Before you start (continued)

For requests because duty and/or GST was incorrectly calculated

☐ Evidence of the price paid for the goods

For requests because duty and/or GST has already been paid more than once

☐ Evidence of duplicate payment

For requests for any other reason

☐ Evidence to support your reason for the request

Q1 Personal details

Surname

Given name(s)

Q2 Contact details

Phone number

Email address

Q3 Import details

This question is about the goods you have imported into Aotearoa New Zealand.

Customs import entry number, if known

Date of importation
(dd/mm/yyyy)

Description of goods imported

Q4 Refund request for goods returned to supplier

Complete this section only if you are requesting a refund because you returned goods to the supplier. If you are requesting a refund for any other reason, go to Q5.

Reason goods were returned to supplier

- ☐ Goods were faulty or damaged
- ☐ Goods supplied were not what was ordered
- ☐ Other

Please provide details for the reason goods were returned

Q5 Refund request for any reason other than return of goods

Complete this section only if you are requesting a refund for any reason other than return of goods to the supplier. Only complete this section if you have not answered Q4.

Reason you are requesting a refund

- ☐ Duty and/or GST was calculated on the incorrect value of the goods
- ☐ Duty and/or GST has already been paid on the goods
- ☐ Other

Please provide details for the reason you are requesting a refund

Checklist

- ☐ Supporting documents required for all requests, as listed in '**Before you start**'
- ☐ **Either** supporting documents for goods returned to supplier if you have answered Q4
- ☐ **Or** supporting documents for reason other than return of goods if you have answered Q5

What happens next

Attach your completed form and supporting documents to the Service Request Form at service.customs.govt.nz.

We can process your request when we receive your completed form and supporting documents. You may be contacted to provide additional documentation to support your refund request.

Customs will contact you to advise the outcome of your request. If your request is approved, your refund will be credited to the bank account nominated in this form.

How Customs collects and uses your information

New Zealand Customs Service (Customs) may collect and use information for border management and border related risk management purposes under the Customs and Excise Act 2018. Under the Privacy Act 2020 you have the right to request access and correction of any personal information you have provided or that Customs holds on you. Information may be withheld from you for the reasons (for refusal of request) listed in Part 4 of the Privacy Act 2020. You may request access and correction through any office of Customs.