

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 download a copy of this form and complete it using a computer. Alternatively, you can print and complete this form by hand. Use a blue or black ink pen and write clearly.

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, such as Google Drive.

For all requests

- ☐ Your valid photo ID.
Passport bio-page or your New Zealand driver license (front and back).
- ☐ 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.
- ☐ If the goods are being returned more than 12 months from the date of import, evidence of a written warranty or return policy that still applies to the goods.
- ☐ Evidence that you are acting in a private capacity, if you are registered for GST.

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.

Were the goods returned:

- ☐ within 12 months of the import
- ☐ more than 12 months after the import, but still within the period covered by a written warranty or returns policy
- ☐ Other, including the goods being destroyed within New Zealand

Please provide details about how the goods were removed from Aotearoa New Zealand:

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. You may request access and correction through any office of Customs. For more information, please go to our [website](#).