



How to use this form

Use this form to request a refund of overpaid VAT or customs duty for commercial goods (also known as Merchandise in Baggage) declared using the Online Declaration Service.

Complete all relevant sections as appropriate and attach the correct supporting documents (for example, receipt or proof of purchase).

Incomplete forms may cause delays in the processing of your request. The address to send your completed refund claim is at the end of this form.

About you or your client

If you're claiming this refund for a client, then give your client's details here.

Name <input type="text"/>	EORI number <input type="text"/>
Address <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Postcode	Phone number <input type="text"/> Email address <input type="text"/>

About the payment

Date of arrival in the UK DD MM YYYY <input type="text"/>	Declaration reference number (this is 14 characters, made up of 4 letters then 10 numbers and begin with an 'X') <input type="text"/>
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How did you make your declaration? Put an 'X' in the box that applies Online <input type="checkbox"/> To a Border Force at a red channel or red point phone <input type="checkbox"/> If you made your declaration at a port or airport, please provide the location <input type="text"/> <input type="text"/>	What was the amount of your declaration? <input type="text"/> What was your original method of payment? Put an 'X' in the box that applies Card <input type="checkbox"/> Cash <input type="checkbox"/> If your method of payment was by card, any refund will be made back to the card used to make the original payment.
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About the refund

Are you requesting a full or part refund?

Put an 'X' in the box that applies

Full refund Part refund

Are you requesting a Customs Duty or Import VAT refund?

Put an 'X' in the box that applies

Customs Duty Import VAT

Are you registered for VAT?

Put an 'X' in the box that applies

No Yes

Give the reason for this claim

Currency Change

Refund of unwanted goods

Incorrect duty calculated

Other

If other, please give details

Give the reason why a refund is being requested

Also tell us what the goods are and quantity of the goods. If you're requesting a partial refund, advise how much this is.

Declaration

Please complete and sign this declaration.

I declare that the information provided on this form is true and complete to the best of my knowledge and belief.

Signature

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Date DD MM YYYY

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Full name

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What to do now

Please return the completed form to:

BT-NCH
HM Revenue and Customs
BX9 1GZ

When we get your completed form, we'll aim to deal with your claim within 30 days.
Please do not contact us before then.