



Validate your VAT refund request with the app 'NL Customs VAT'

From January 1st, 2026, travellers from outside the EU who wish to reclaim VAT for goods purchased in The Netherlands, can use the mobile app 'NL Customs VAT'. This is the easiest way to validate your VAT refund request. With the use of the app, you don't need paper invoices or receipts anymore and you don't have to wait in line.

To reclaim VAT on goods purchased in another EU country, you still need to go to the Customs desk at your airport, cruise port or ferry terminal of departure.

How does it work?

1) Download the app 'NL Customs VAT' here:



2) Request a VAT-refund upon purchase

To reclaim VAT, ask the retailer upon purchase to refund the VAT.

The retailer will register the invoice (receipt) for your purchase *digitally*.

3) Validate VAT-refund request

- Register in the 'NL Customs VAT' app. Do this before arrival at the Dutch airport or port of departure. This will save you time.
- Open the app in the area near the Customs desk at the Dutch airport or port of departure. Enable 'Bluetooth' and 'Location Services' on your mobile device.
- Request validation for VAT refund in the app. The app indicates whether you must first report to the Customs desk with your purchases. Once your application has been validated in the app, your intermediary or retailer can take care of the refund.

More information:

www.douane.nl/taxfree