

VAT Refund process

For non-resident of the European Union, 16 year's old or above

You have made a purchase on our website or in direct contact with our teams, you wish to obtain a refund of the French VAT?

Please kindly complete the form below and take notice of the enclosed information. Make sure to fill in all the requested information, otherwise your request will not be taken into account.

Order number*:

Last name*:

First name*:

Phone number*:

Mail*:

Nationality*:

Address*:

Postal code*:

Country*:

Passport number / ID number*:

Date of validity of the passport*:

Birth date*:

***required fields**

Documents to provide

Please send us your export application form for tax refund along with the necessary supporting documents to open the file:

- for Foreign nationals, the copy of your valid passport (page where the passport number appears);
- for French nationals, resident in a third country, the copy of the page of your passport presenting your valid visa or a photocopy of your valid consular ID card;
- the bank account identification (iban);
- the original purchase invoice.

These documents must be addressed to us by the following means:

Address: **Trilobe Watches SAS**
32 Avenue de l'Opéra
75002, Paris, France

Email: **cercle@trilobe.com**

Method of refund: Cheque Wire Transfer*

***If you choose to be repaid by wire transfer, it is imperative that you send us your bank details.**

VAT Refund process

For non-resident of the European Union, 16 year's old or above

Conditions to benefit from the tax refund

The tax refund is a reimbursement of the VAT granted to people visiting France for less than 6 months.

Purchased goods must be reserved for personal use, kept available for inspection at the border, unused and transported in the customer's personal luggage.

The tax refund is not intended for residents of the European Union, overseas departments and Monaco.

It does not concern students, trainees and immigrant workers living in France, even if they definitely return to their country of origin.

How to benefit from the tax refund?

In order to speed up the processing of your file, please send us these elements - perfectly legible - as soon as your order is confirmed. Upon receipt of these documents and once your watch is delivered, we will send you the official Tax Free Form completed.

When you leave the European Union, please present to Customs officers for registration the tax free form and the invoice corresponding to your purchases, using the PABLO barcode reader. Your refund will then be made within an average period of 6 weeks by bank transfer or cheque.

To note:

Your passage to customs must take place within 3 months from the end of the month in which the watch was delivered to you in person, through the Trilobe Network (be it at our Pied-à-Terre in Paris, or during one of our handing-over events). We invite you to consult the website of the French government for more information.

The use of tax refund is not mandatory. Trilobe Watches reserves the right to refuse a refund request that does not meet the requirements of the Official Customs. We take every care to update this notice. Trilobe Watches can not however be held responsible for any errors in the content of the information above. In particular, we will not be able to cover any reimbursement in case of non-compliance with administrative procedures or if your order does not meet the necessary criteria to benefit from the tax refund.

You can consult the following website for more details: www.douane.gouv.fr
For more information, do not hesitate to contact us on cercle@trilobe.com