



# DIGITAL TAX FREE

## Customer App & Registration

### Why register? Advantages:



- 1) Higher refund
- 2) Form fully completed, saves time
- 3) Ready for (digital) customs
- 4) Direct access to customer support

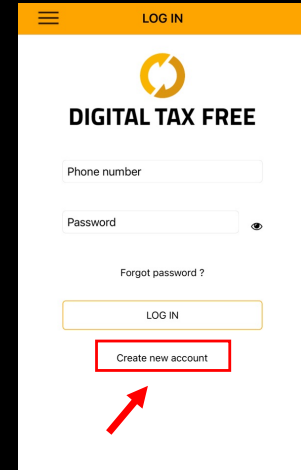
### Please note:

The following registration process requires personal information which is mandatory for customs to process your export documentation as well as for Digital Tax Free to process your refund.

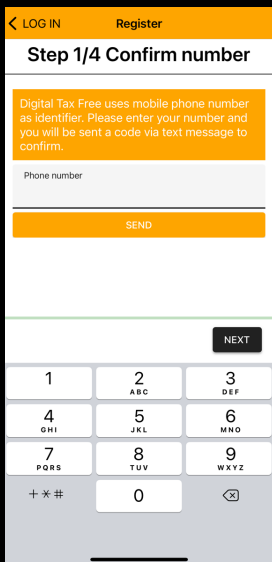
### 1) Download App



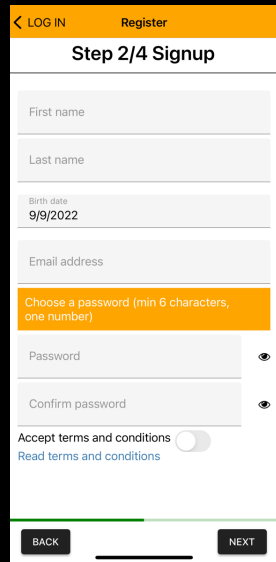
### 2) Create account



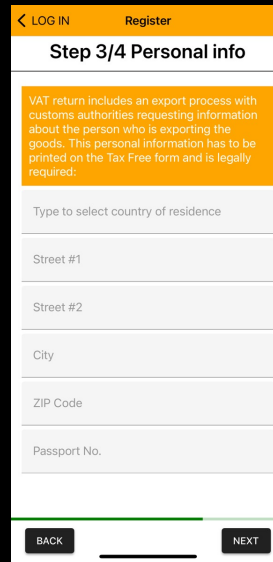
### 3) Register in 4 easy steps:



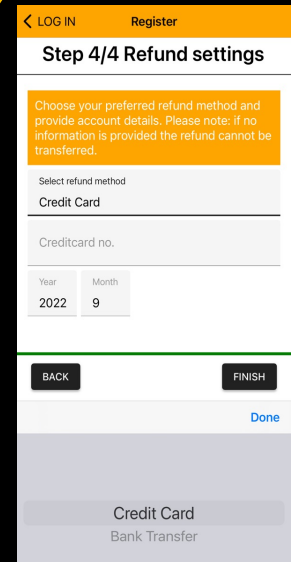
Provide mobile phone number and you will be sent a code to verify your number.



Complete all fields with the information required. Accept terms and conditions.



Choose your country of residence from the list, address and provide passport/ID details.



Select preferred refund method:

- Bank (IBAN)
- Credit card



DIGITAL TAX FREE

## Customer App / issue or add tax free form

### 1) Get form issued in the shop

Open the app and show the starting screen with the QR code at the cash desk.  
The QR is scanned and your fully completed Tax Free form printed.



### 2) Add already issued Tax Free form in the app

Click on + and then "Scan" to scan the QR code of your Tax Free form.  
Alternatively, you can type the TransId Number of the form, you want to add, into the field.



### 3) App: navigation and functionality



List of all transactions (Tax Free forms).  
In the list, each transaction shows details (click on the info button)



Add Tax Free form



Inbox which displays messages received from Digital Tax Free



Profile/Account: contains all information and settings as well as FAQs and Contact

### 4) IMPORTANT: Tax Free steps



#### 1) Shop

Ask for your Tax Free form at the cash desk.  
Show QR code in the app to have it issued.

#### 2) Stamp

Get your Tax Free form customs stamped (digitally or manually) when leaving the EU.  
**Note: no customs stamp, no refund!**

#### 3) Return

Post Tax Free form and original shop receipt back (ask for a prepaid return envelope in the shop). **Note: original shop receipt is mandatory!**

Contact us: [Digital Tax Free Baltics](#) | [Facebook](#) | [info@digitaltaxfree.com](mailto:info@digitaltaxfree.com) | [www.digitaltaxfree.com](http://www.digitaltaxfree.com)