

Tax Refund

Application condition:

- 1.Foreign visitors holding valid passport, Hong Kong, Macau and Taiwan residents holding Mainland Travel Permit, who are eligible for tax free shopping.
- 2.The traveler should stay in Mainland China for no more than 183 days consecutively.
- 3.The minimum spending is RMB500 by the same person on the same day at the same TFS store.
- 4.The date of purchasing does not exceed 90 days from the date of departure.
- 5.The refundable rate is 9% of VAT invoice.

How to tax free shopping:

Step 1 — Shopping

The traveler makes purchase in TFS stores.

Ask for a Tax Refund Application Form and VAT invoice.

Step2 — Stamp

Please go to the customs, present your VAT invoice(s) along with the Tax Refund Application Form(s), a valid passport or ID and the purchased goods prior to check in luggages.

Get the customs stamp on your Tax Refund Application Form(s).

Step3 — Claim

After security, please present your valid personal passport or ID, and stamped Tax Refund Application Form(s) to get your refund.

If the refund amount does not exceed RMB10,000, the traveler can choose either a cash or a credit card refund. If the refund amount exceeds RMB10,000, the traveler can only choose credit card refund.

Customs

1. Terminal 1, Hongqiao International Airport

—Before security: level 2, close to international, Hong Kong, Macau and Taiwan departures

Business hours: Monday-Sunday, 07:00 - last flight

—After security: between gates T9 and T10

Business hours: Monday - Friday, 08:30 - 16:30

2. Terminal 1, Shanghai Pudong International Airport

Level 3, near joint inspection area

Business hours: Monday - Sunday, first flight-last flight

3. Terminal 2, Shanghai Pudong International Airport

Level 3, near joint inspection area

Business hours: Monday - Sunday, first flight - last flight

4. Shanghai railway Station

Level 1, close to Refund Office in joint inspection area

Business hours: on day of train departure, 16:15 – 17:30

5. Shanghai Port International Cruise Terminal

Close to Refund Office in joint inspection area

Business hours: on day of cruise departure 09:30 - 11:30 or 11:00 - 13:00

6. Shanghai Wusongkou International Cruise Terminal

Level 1 to the right of check-in counter 1

Business hours: on day of cruise departure, 11:30 - 16:30

Claim

1. Terminal 1, Hongqiao International Airport

After security, opposite gate T09

Business hours: Monday-Sunday, 07:00 - last flight

Telephone: +86(0)2122352987

2. Terminal 1, Shanghai Pudong International Airport

After security, close to gate 19

Business hours: Monday - Sunday, 24 hours

Telephone: +86(0)2168337509

3. Terminal 2, Shanghai Pudong International Airport

After security, close to gate D83

Business hours: Monday - Sunday, 24 hours

Telephone: +86(0)2168330115

4. Shanghai railway Station

Level 1, close to customs in joint inspection area

Business hours: on day of train departure, 16:15 – 17:30

5. Shanghai Port International Cruise Terminal

Close to customs in joint inspection area

Business hours: on day of cruise departure 09:30 - 11:30 or 11:00 - 13:00

6. Shanghai Wusongkou International Cruise Terminal

Level 2, close to side entrance of duty-free shop

Business hours: on day of cruise departure, 11:30 - 16:30