

# PLEASE READ

## Who is Texas Tax Back?

Texas Tax Back is a private agency for the State of Texas. It will process the necessary paperwork in order for the stores to reimburse your sales tax refund on purchases being exported with you.

## Who qualifies for this service and what are the requirements?

This service is only for international tourists, and the requirements vary according to the way the merchandise is being exported.

## If you are missing general/additional requirements, we can not begin the process.

*General Requirements: Merchandise, Passport, I-94 or equivalent, Credit Cards for verification and;*

All documents must be valid, current, or up to date. All documents need to be on the customer's name.

## Additional requirements

<b>BY COMMERCIAL PLANE</b>	<b>BY BEING A CREW</b>	<b>BY CAR</b>	<b>BY PRIVATE PLANE</b>	<b>BY SHIP</b>
*Airline ticket or a print out of the itinerary with reservation number and complete information.	*Valid I-95 or Flight plan.	*Valid I-94 or equivalent (Canadians need Nexus Card, DL, or BC).	*Flight plan with customer's departure information and tail number.	*Official departure plan with customer departure information or valid I-95 with name of the vessel.

## How will I receive my refund?

In the Houston office, you will get a cash refund if it is within the refund amount for that day.

The refund that goes over the amount for that day. It will be made to a Visa or MC only, and it will take one week to be processed or otherwise instructed.

In the San Antonio offices, most of the time, you get cash refund immediately.

## How much time do I have to make a claim after I have submitted my tax refund?

You have 6 months after you came to our office, so we can investigate the status of the refund.

## What is the commission fee for the service?

The commission fee is 2.75% of the subtotal before tax, and \$2.60 per manifest.

In some stores the commission fee may vary.

## How do I pay the commission fee?

The commission fee can be paid in cash, travelers check, or personal check with a US account.

## What stores participate in the program?

Please refer to the list. If you see that one store is not listed, you may ask the store manager to participate in this program.

## How long it takes to do the service?

It takes approximately 30 minutes to an hour.

## Do I need to collect the tax refund at the store?

Some stores require for the customer to return to the same location, and collect the tax refund after 7 days of your departure date.

In addition, others require the customer to present an ID to cash the manifest in 3 months or one year from the date of sale.

## What receipts are accepted?

- We only accept receipts from purchases made in the last 30 days from your departure date. In addition, the receipts need to be from participating stores, and only the card holder is the one who can make the claim. Receipts paid in cash can not be accepted if they are under another person's name.

- For some stores, credit card transactions require the voucher.
- You can accumulate receipts of one single location and have a minimum of \$10.00 in tax.
- The receipts can not have a US address.
- The receipts must be paid in full.
- The receipts must be fully itemized (store name, tax, total, date, time of sale, etc).
- The receipts can not have marks that can imply returns.
- Exchange receipts must have the original transaction receipt.
- The Receipts of purchases made by phone or internet are not accepted.

Note: Duplicates, reprints or electronic journals receipts are not accepted.

Observances: \*We advice you to finalize your purchases and do the process one day in advance.

\*All the receipts are retained, and we can NOT provide photocopies.

\*Texas Tax Back is not responsible for items left or lost in the office.

Some rules may change without notice.

**POLICY ESTABLISHED IN ACCORDANCE WITH THE EXPORTATION RULES, BY MANAGEMENT.**