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#Tousfairplay

Tips from French Customs and Consumer Protection Agency on how to make the most of your stay in France



TRAVEL



CONSUMER SAFETY



SHOPPING



ACCOMMODATION



RESTAURANTS

douane.gouv.fr

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MINISTÈRE DES FINANCES ET DES COMPTES PUBLICS

MINISTÈRE DE L'ÉCONOMIE, DE L'INDUSTRIE ET DU NUMÉRIQUE



UEFA EURO2016 FRANCE

EURO 2016

TIPS FOR MAKING THE MOST OF YOUR STAY
IN FRANCE

#Tousfairplay

Dontgetcaughtoffside

*This document is for information purposes only
and is not intended as a substitute
for regulations in force*

KEEP UP TO DATE BEFORE YOUR TRIP TO FRANCE

● Directorate General of Customs and Excise (DGDDI)



douane.gouv.fr



[Twitter@douane_france](https://twitter.com/douane_france)



For iOS
and Android smartphones:
douanefrance.mobi

OR



Infos Douane Service (*hotline for users*)

From abroad or outside mainland France:

+33 1 72 40 78 50

From within mainland France:

0 811 20 44 44

(€0.06 per minute + price of call)

ids@douane.finances.gouv.fr

● Directorate General for Competition Policy, Consumer Affairs and Fraud Control (DGCCRF)



[@dgccrf](https://twitter.com/dgccrf)



economie.gouv.fr/dgccrf/



DGCCRF

Call **3939** Consumer information call centre

From within mainland France: €0.15 per minute (including VAT)

From abroad or outside mainland France: **+ 33 1 73 60 39 39**

From landlines only (cost of call/cost of international call varies depending on country and telecoms provider)

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COMMON PROCEDURES FOR ALL TRAVELLERS ENTERING AND/OR LEAVING FRANCE

Fact sheet

1

Your identity papers



Make sure that you are carrying a valid identity card (less than 10 years old) or passport (with the proper visa, where required).

Declaring your purchases and paying all duties and taxes

Above the maximum values and quantities allowed for duty-free goods (see below), you must declare the goods you are carrying to French Customs and pay the corresponding duties and taxes.



False declarations and failure to make a declaration will entail the payment of all applicable duties and taxes, as well as a possible customs fine.

Declaring money you are carrying

Declare to Customs money equal or greater than

€10.000



For more information about what **you must declare** (cash, cheques, gold, etc.) and the procedure to follow, either online or by regular mail, please go to French Customs' website:

(www.douane.gouv.fr), and then click on [Particulier>Sommaire>Vousvoyagez>Formalités générales>Obligation déclarative des sommes, titres et valeurs](#) (in French only).

PROHIBITED goods

It is strictly **prohibited** to import, export or possess certain goods, including:



Drugs



Counterfeits



Endangered species (wild fauna and flora)



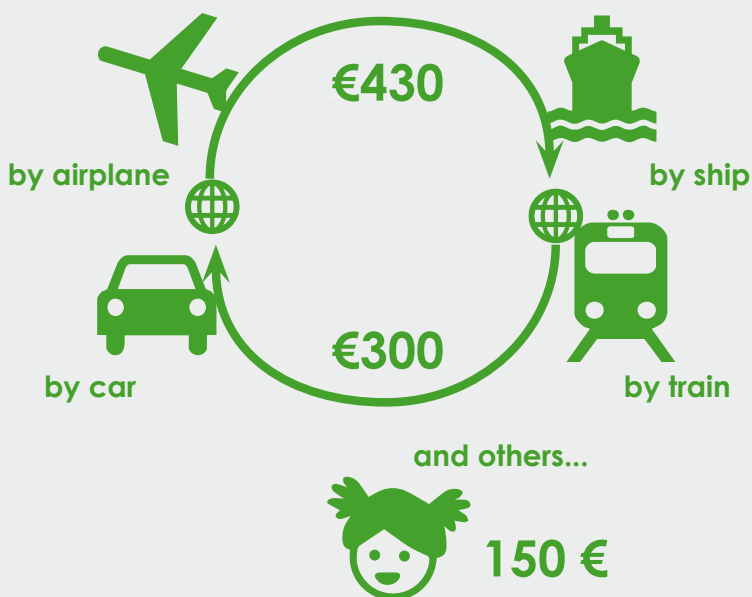
When you are entering or leaving France, never agree to carry a package for an unknown person as it may contain drugs or even explosives.

ENTERING FRANCE

ARRIVING FROM A COUNTRY OUTSIDE THE EUROPEAN UNION (THIRD COUNTRY)

Customs duties

When entering France, you may bring with you, in your personal luggage, goods purchased or received as gifts in a third country without filling out a declaration or paying duties and taxes, **provided that their value does not exceed the amounts listed below:**



Children (under 15) ► regardless of means of transportation

You may also bring the following goods into France without paying duties and taxes, provided they do not exceed the **quantities*** indicated:

Per person 17 or older

Alcoholic beverages



- 1 l if over 22° abv
- or
- 2 l if under 22° abv

Still wine (not sparkling) ► 4 l

Beer ► 16 l



- Cigarettes ► 200
- Cigarillos ► 100
- Cigars ► 50
- Smoking tobacco ► 250 g

* Persons under 17 are not entitled to the tobacco or alcohol allowance.



Above the maximum values and quantities indicated above, you must declare the goods you are carrying to French Customs and pay the corresponding duties and taxes.

Personal belongings

No tax or customs procedures are required for **personal belongings** being brought into France.

However, customs officials may ask you for evidence that tax and duty is not owed on certain items:



etc.

Remember to keep your invoices and/or customs receipts.

Pets



You may bring **up to five pets** with you, accompanied by the appropriate paperwork that must be completed and signed by a veterinarian in the country of origin. Pets must be declared to French Customs.



FOR MORE INFORMATION, please go to French Customs' website (www.douane.gouv.fr), and then click on [Particulier>Sommaire>Vous voyagez>Formalités générales>Voyage : venir en France avec mon animal de compagnie](#) (in French only)

Foodstuffs



Foods and products of animal origin. With some exceptions, travellers are not allowed to bring in meat, meat-based products, fish, milk or milk products as they may contain **pathogens** that cause serious infectious diseases.



FOR MORE INFORMATION and multilingual brochures on the topic, please go to French Customs' website (www.douane.gouv.fr), and then click on [> Particulier>Sommaire>Vous voyagez>Formalités générales>Transport de denrées d'origine animale par un voyageur](#) (in French only)

Medicines



Medicines for personal use without prescription may be imported in quantities sufficient for a 3-month treatment, provided they are carried in your baggage. **For greater quantities, or for narcotics or psychotropic medications, a prescription is mandatory.**

Private vehicles



- If you live outside the European Union

If your stay in France is shorter than 6 months, and if you take your private motor vehicle with you when you leave, you do not have to complete any formalities.

During your stay in France, you may not lend, rent or otherwise dispose of your means of transport, to a resident of the European Union.

- If you live in the European Union

When you enter France, the fuel contained in the standard tank of your private vehicle and, if applicable, in a spare fuel can with a maximum capacity of 10 litres is exempt from duties and taxes.



FOR MORE INFORMATION about **goods subject to special procedures**, please go to French Customs' website (www.douane.gouv.fr), and then click on [Particulier>Sommaire>Vous voyagez>Formalités générales/Effets et objets personnels](#) (in French only)



ARRIVING FROM A MEMBER STATE OF THE EUROPEAN UNION

General purchases



Declaring goods purchased outside France to French Customs.

If the goods that you have purchased are for your own use, you do not need to complete any declarations or pay duties and taxes (the VAT has already been paid in the country where you purchased your goods, at the current rate there).

Purchases of tobacco and alcoholic beverages

The maximum values and quantities allowed are listed below.

Above these thresholds, your goods will be treated as commercial purchases and you will be liable for the corresponding duty.



Justification of tobacco possession for personal use over following quantities:

Cigarettes	▶	800 (4 cartons)
Cigarillos	▶	400
Cigars	▶	200
Smoking tobacco	▶	1 kg

* Quantities for personal use and carried by yourself



Alcohol and spirits (whisky, gin, vodka, etc.)	▶	10 l
Fortified wines (vermouth, port wine, Madeira, etc.)	▶	20 l
Wine	▶	90 l (no more than 60 l of sparkling wine)
Beer	▶	110 l

Medicines



Medicines for personal use without prescription may be imported in quantities sufficient for a 3-month treatment, provided they are carried in your baggage. **For greater quantities, narcotics or psychotropic medications, a prescription is mandatory.**



FOR MORE INFORMATION about **goods subject to special procedures**, please go to French Customs' website (www.douane.gouv.fr), and then click on [Particulier>Sommaire>Vous voyagez>Formalités générales/ Effets et objets personnels](#) (in French only)

YOUR STAY IN FRANCE



Travelling by public transport



Bus, metro and regional train (RER) maps are available at tourist offices, airports, underground and train stations and at the reception desk of many hotels.



FOR MORE INFORMATION about public transport in Paris, please go to the RATP website: www.ratp.fr

In Paris, tickets can be purchased in metro stations, at some tobacconists and at official sales outlets (newsstands, etc.). You can also save money by buying travel cards for longer periods, in Paris and other major cities. These include the Carte Paris-Visite, as well as cards valid for one day, three days, a week or a month.

Always hold on to your ticket until the end of your trip; ticket inspectors can ask to see it at any moment. Do not buy tickets from ticket touts.

Taking a taxi



In France, **taxi prices are set by law.**

You pay the price indicated on the metre, which includes both the pick-up charge (€2.60 in Paris) and the price of the journey. Please note: regardless of the price shown, there is a minimum charge of €7.

A supplement may be charged in four specific cases: if you are picked up at a train station, if you have a pet, if there is a fourth passenger and if you have luggage. In Paris, there are only two supplements: €3 for a fourth adult passenger and €1 for each additional piece of luggage (the first is free) weighing more than 5 kg that is placed in the taxi boot.

Taxi rates are higher at rush hour, at night and on Sundays and holidays.

The driver is allowed to refuse certain forms of payment, such as cheques and credit cards, but this must be displayed inside the vehicle.

If the price of the trip **exceeds €25, inclusive of VAT**, the driver must **provide you with a receipt**. This comes in handy should you dispute the fare.

If you dispute the fare:

- First try to reach an agreement with the taxi company
- If this is unsuccessful, you can lodge a complaint at the town hall of the community where the taxi is registered. For Parisian taxis, complaints should be filed with the Préfecture de Police de Paris, Bureau des Taxis et des Transports Publics, 36 rue des Morillons, 75015 Paris.

- You may also contact a consumer association, which can provide help and advice: economie.gouv.fr/dgccrf/Les-associations-de-consommateurs (in French only)

Renting a car



● Before you rent

Remember to compare prices, either at an agency or on the Internet, and make sure you understand the pricing and terms of the rental contract:

- **Conditions for renting the vehicle** (how long you have had your driving license, payment method, security deposit required, advance payment, petrol costs, etc.)
- **Insurance terms** (for people and goods) and the amount and terms of the **damage waiver** (the amount that the person renting the vehicle must pay in the case of an accident)
- **Coverage** (insurance for passengers) and any **limitations** (driver injury) to the rental insurance policy, as well as any supplementary options (the possibility of taking out additional coverage for damages caused to the vehicle by the renter)
- **Joint inspection of the state of the vehicle**: make sure that any damage to the vehicle (dents, scratches, etc.) is specifically noted in the vehicle report before you drive away.

For each category of vehicle, the car rental agency must clearly display the per-kilometre and per-hour rates, inclusive of VAT.

● During the rental period

You are responsible for routine maintenance (oil and water levels, tyre pressure) and for any damage to the vehicle not caused by third parties. If the vehicle does not run correctly, you have the right to request a replacement.

If the vehicle breaks down, contact the rental agency prior to making any repairs. If it was impossible to contact the agency and you have paid repair costs, you must request reimbursement.

In case of dispute



- Try to reach an amicable agreement with the agency's customer service department. Consumer associations can offer help and advice.
- If you cannot reach an amicable agreement, legal proceedings may be pursued.

In the hotel



French hotels are rated from 1 * to 5 ***** based on their amenities, comfort level and services. The number of stars is displayed at the entrance to the hotel.

● Prices



Hotels are free to set their own prices. Prices can vary between hotels with the same number of stars. Hotel prices must be displayed outside the hotel, at the reception desk. In each room, guests must be informed of the price for all available services provided by the hotel (e.g. the price, inclusive of tax, of the room, breakfast, half- and full-board where applicable, Internet access, etc.).

● Making a reservation

To be on the safe side, you should always check the hotel's terms and conditions of sale before making a reservation.

If you are staying just one night, a reservation by phone or email is probably enough, provided you arrive before 7 PM, or inform the hotel if you plan to arrive later

For stays of several nights, a written confirmation is recommended. To register the reservation, the hotel may ask you for a deposit or for the number of your credit card.

There is no fixed percentage for deposits

If you must cancel your reservation, you will lose your deposit (unless the hotel decides to return it to you).

● Your stay

— Time of arrival



There is no set time for arriving at a hotel. Nevertheless, please alert the hotel if you plan to arrive late, as your room may be given away after 7 PM.

— The room

If your room does not match the description, you may either request another room or an amount equal to double your deposit if you must change hotels.



If the hotel refuses to do so, you may lodge a complaint for misleading business practices (particularly if there is a brochure that provides a misleading description) or initiate proceedings in a civil court for failure to fulfil contractual obligations (Articles 1146 et seq. of the French Civil Code).

A hotel may not refuse to admit families with children. It may, however, increase the price if it agrees to put an additional bed for a child in a room, for example.

Not every hotel accepts pets. Please check this when you make your reservation.

When you check out, the hotel must provide you with a receipt indicating the date, the hotel's name, rating and address, the number of the room that you stayed in, the length of your stay, your name and address, the prices, inclusive of VAT and gratuities of the services provided and the total amount due.

● Insurance

If your belongings are stolen during your stay, the hotel is assumed to be responsible.



The hotel has unlimited liability for belongings placed in the hotel's safe. Signs stating that the hotel is not responsible in case of theft have no legal value. The hotel must make every effort to ensure your safety and that of your belongings.

If you can prove that there was blatant neglect on the part of the hotel management or staff, you can be fully reimbursed for your stolen or damaged belongings.

In the case of fire or water leaks, the hotel is liable for any of your belongings that suffered damage. Nevertheless, the hotel may decline to offer compensation in two cases: force majeure (e.g. a lightning strike) or deterioration that can be imputed to you.

In a restaurant



● Restaurant prices and notice

Restaurants are free to set their prices, and these prices must be posted.

The restaurant must display:

■ Outside the restaurant:

- The restaurant's menus and daily specials. These must be displayed throughout the service, and at least from 11 AM on for lunch, and from 6 PM on for dinner;
- The prices of five wines or, if the restaurant does not serve wine, of five commonly-served beverages;

■ Inside the restaurant: menus and daily specials identical to those displayed outside must be made available to you.

● The bill

What to look for

- «prix service compris»: (price inclusive of service): in restaurants that add service to the bill, the price displayed will include all taxes and gratuities. This is the price you should pay;
- «boisson comprise» (beverage included) or «boisson non comprise» (beverage not included): fixed-price menus must include one of these.

A bill must be given to you at the end of the meal. It must clearly state the date, the name and address of the restaurant, and the prices, inclusive of tax, for each of the services provided. **Be sure to check your bill.**



You should know

Restaurants may not prevent patrons from entering based on discriminatory grounds (religion, skin colour, disability, etc.). On the other hand, restaurants may charge for a meal for each child, even if they do not eat, provided that the price of a child's meal is listed on the menu.

Restaurants are not obliged to accept pets. If they do, they may request they be kept on a leash.

You are under no obligation to order mineral water or wine. You may order a carafe of water, which is provided free of charge.

In the case of a dispute, the restaurant must:



- Replace a dish that you find unacceptable (e.g. one that is not fresh). The same holds true for wine, if it tastes corky. On the other hand, if you do not like the way your dish tastes, the restaurant reserves the right to take it back or not, and to serve you something else. If it refuses to do so, you are still obliged to pay the bill.
- Pay dry-cleaning costs if you are the victim of an accident during the meal.
- Compensate you if you are the victim of any sort of problem arising from negligence on the part of the restaurant management or staff. For example, if you leave your coat with the cloakroom attendant and it is stolen, the restaurant must pay compensation.

In a café



As in restaurants, prices must be displayed and under the same conditions (both inside and outside the café, in a fully visible manner).

● Beverages

Beverages sold by the glass must be poured out in your presence. If you have ordered a full bottle, it must be opened in front of you.

If the bill is over €25, the café must provide you with a receipt. If you so request, you may also receive a receipt for a lower amount. The restaurant may not refuse this.



The price of what you order may be different depending on whether you consume it at the bar, inside the café or out on the terrace, but these differences in price must be displayed.

● Rights and obligations of the café

■ A café must:

- Serve you a simple coffee on the terrace if you order one;
- Change your beverage if the one you are served is not cold or hot enough
- Reimburse you for any dry-cleaning costs if your garments are stained by a member of staff;
- Compensate you if you suffer food poisoning or are hurt, or are the victim of any other damage due to negligence on the part of the staff.

■ On the other hand, the café may refuse:

- Use of the café's professional or private telephone (this is not obligatory). The café is free to set the price of a telephone call, but the price must be clearly displayed;
- Access to the telephone and toilets, if you have not ordered something;
- To serve you a free glass of water.



Helpful tip for beer drinkers: in France, a demi is a 25cl beer. If you order a demi, do not expect the café to serve you a half-litre.



Keep your wits about you

If you encounter a serious problem in a café or restaurant, you can contact the appropriate Regional Civil Protection Department (DDPP). This government department is responsible for ensuring that these types of establishments comply with regulations.



FOR MORE INFORMATION, please refer to the section «Useful addresses and telephone numbers» below, or go to the website of the Directorate General for Competition Policy, Consumer Affairs and Fraud Control (DGCCRF) at economie.gouv.fr/dgccrf/coordonnees-des-DDPP-et-DDCSPP (in French only)

Your purchases

● Tax-free purchases

If your usual place of residence is outside the European Union, and you have been in France for less than 6 months, you may, under certain conditions, be exempt from paying VAT on certain items that you purchase during your stay and that you intend to export.

■ How to benefit from a VAT refund?

- 1** At the time of purchase, you must show the retailer a piece of identification proving that you live outside the EU;
- 2** Your purchases must be strictly for personal use;
- 3** Your purchases must be made on the same day in the same shop, and must total more than €175 (inclusive of VAT).



The retailer will give you an export sales form featuring a barcode and the PABLO logo. This will allow you to reclaim the VAT you paid when you leave the EU (see the section «Leaving France» below).

— **Not all retailers offer the VAT exemption service**



— **Not all goods are eligible for VAT refunds, such as manufactured tobacco and petroleum products**

— **The retailer may deduct processing fees from your refund**



FOR MORE INFORMATION, please go to French Customs' website (www.douane.gouv.fr), and then click on douane.gouv.fr >Particulier>Sommaire>Vous voyagez>Détaxe (in French only)



● Counterfeits

Just like every brand-name product, goods related to Euro 2016 (T-shirts, caps, scarves, etc.) are subject to counterfeiting.



Importing, exporting or simply possessing products that are counterfeits of brand-name goods constitutes a customs offence. You run the risk of being severely punished by French Customs: the goods will be confiscated, and you could incur a fine equivalent to as much as twice the price of the original article. You also run the risk of imprisonment.

■ Learn how to spot counterfeit goods. Check for:

- 1 **The point of sale:** stick to official sales outlets and areas;
- 2 **The quality:** carefully examine the overall quality of the product (the materials used, finishings, etc.)
- 3 **The price:** beware of unusually low prices. Always ask for a receipt, and check that the seller accepts all types of payment, not just cash;
- 4 **The label:** carefully examine the label and make sure that the logos appear to comply with technical standards;
- 5 **The packaging:** check that the quality of the packaging is in line with the value of the product.



FOR MORE INFORMATION, please go to French Customs' website: douane.gouv.fr>homepage> Sécurité>Contrefaçons>Informations douanières en matière de contrefaçon or douane.gouv.fr> Particulier> Sommaire> Vous voyagez>Formalités générales (in French only)

Or you can consult the DGCCRF's website: economie.gouv.fr/dgccrf/Publications/Vie-pratique/Fiches-pratiques/La-contrefacon (in French only)

Making a telephone call



The cost of a phone call varies depending on the time of day, the length of the call and where you are calling.

Depending on where you are calling, you have a choice of several telecom providers for long-distance and international calls. Check with the subscriber of the phone line.

You can make calls from a telephone booth; rates are posted inside.

Most telephone booths accept telephone cards or credit cards. You can purchase telephone cards at a post office (look for the yellow and blue sign), in a tobacconist (red and yellow sign) or in shops displaying a telephone card sticker.

You can also telephone from cafés, hotels, restaurants or any other establishment that makes its telephone available. Rates, which may be quite high, must be displayed.

To call outside France, you must dial the international prefix 00, followed by the country code and the number of your correspondent.

Sending a letter



The post office can tell you about mailing rates, which vary depending on the weight and the destination of what you are sending. You can buy stamps in a post office as well as from a tobacconist.

Medical treatment



Every hotel keeps a list of doctors that you can visit, including those available after hours and for emergencies.

Pharmacies are indicated by a green cross. The pharmacist can offer advice and, if necessary, help you find doctors or nurses that make house calls.

Pharmacies are normally closed on Sundays, but keep in the window a list of pharmacies that are open.

In case of emergency, anywhere in France you can dial **15** for emergency medical assistance, **18** for the fire department or **17** for the police.

You can also dial **112**, the single number for emergency calls anywhere in the EU.

Loss or theft of your belongings

If you are **assaulted or robbed**, you can file a complaint:



- Either with the gendarmerie or police station closest to the scene of the assault;
- Or, if you know the identity of your attacker, with the office of the Public Prosecutor at the court of first instance with jurisdiction over the place where the assault took place or where your attacker lives.

In case of a dispute with a hotel, restaurant or retailer: please contact the DGCCRF for the département where the dispute occurred (see list of useful addresses below).

Your country's embassy or consulate: you can always contact the authorities in your country via your consulate or embassy in France.

If you lose:

● Your identity papers

Make a declaration at a police station, where you will be given an official receipt, then contact your country's embassy or consulate

● Your keys or other object

Ask the closest police station for the telephone number of the lost and found office (in Paris, call **0821 00 25 25** cost: €0.12/minute).

The RATP (responsible for the bus, metro, tram lines and some regional train lines), SNCF (trains and some regional train lines), airports and major department stores have their own lost and found offices

To contact the RATP, dial **3246** (€ 0,34/minute). The SNCF can be reached at **3635**.

● Your car

The police will register your complaint. If your car was towed because it was improperly parked, they will direct you to the car pound.

● Your credit card

Cancel your card as soon as possible, then make a declaration at the nearest police station.

In France, an interbank hotline for cancelling credit cards is available around the clock.

The telephone number is **0 892 705 705** (from abroad: +33 442 605 303).

Call one of the following numbers (cost of a call to a landline + a charge when calling from a landline or cell phone), depending on the type of card:

Eurocard, Mastercard et Visa : 0 892 705 705 (from abroad: +33 442 605 303)

Diners' Club : +33 (0)1 40 25 59 60

American Express : +33 (0)1 47 77 72 00

● Your pet

Contact the Humane Society (Société protectrice des animaux – SPA) in Paris's 17th arrondissement. Telephone: **+33 (0)1 43 80 40 66**

Call the pound or animal shelter closest to where your pet went missing. You can also make a declaration at a police office or a gendarmerie. This will help identify you as the owner if someone brings the animal to the authorities.

**If you commit an offence**

If you break the law, you will be dealt with in the same way as a French citizen, whether you:

- Commit a traffic violation
- Try to avoid paying your fare on public transport
- Are drunk and disorderly on a public thoroughfare
- Get involved in a bar brawl

Smoking in public places



Smoking is banned in all enclosed and covered areas open to the public, in workplaces, healthcare establishments and all forms of public transport (i.e. in cafés, hotels, restaurants, tobacconists, casinos, gaming circles, discotheques, hospitals, train stations, airports and so on.)

What to do if there is a terrorist alert

Always be on the alert and follow the Vigipirate¹ alert system guidelines, particularly in public places:



- Never leave your bags unattended
- Do not park your car in front of buildings where parking has been forbidden under the Vigipirate plan
- Comply with spot checks carried out in public transport (railway stations, airports, seaports) and at the entrance to sports stadiums and other buildings open to the public (museums, government offices, etc.)

Please report any unattended package and any activity that appears suspicious because it is unusual and uncharacteristic of the location you are in.

If you are travelling by train and either witness or are the victim of a dangerous situation, please call the **SNCF hotline on 3117**, (available around the clock).

Generally speaking, please apply the guidelines provided by the French Ministry of Foreign Affairs and your country's embassy, which can be found at www.diplomatie.gouv.fr, for example do not travel to areas that have been strongly recommended as off-limits, etc.).

¹ Vigipirate is a permanent government-sponsored alert system designed to prevent terrorist attacks and protect citizens both in France and abroad.

LEAVING FRANCE

Obtaining a VAT refund

You may claim a VAT refund before the end of the third month following the month of purchase.

● Procedure

- As you leave France, scan the barcode on your tax refund form at one of the PABLO terminals located near the customs window at your point of departure from French territory.



PABLO terminals are available at the following exit points:

— airports: Paris-Roissy-Charles de Gaulle, Paris-Orly-Sud, Paris-Beauvais, Nice-Côte-d'Azur, Lyon-Saint-Exupéry, Marseille-Provence, Genève, Strasbourg-Entzheim, Nantes-Atlantique — border crossing checkpoints: Vallard, St-Julien-en-Genevois and La Ferrière-sous-Jougne (Swiss border).

- If you leave the European Union via another EU Member State, you must present your export sales form to the customs authorities in that country, and send the retailer the original of the stamped form.

Depending on the form issued by the shop where you made your purchases, you may obtain your refund directly from the Exchange Offices at airports or via bank transfer.

In the case of a customs inspection, you must present the following documents:



- Your passport
- Your ticket, if you have one
- The goods listed on the PABLO electronic export sales form



Customs may check whether you meet the tax refund conditions. If you do not, customs may refuse to stamp your form and you may incur a fine for attempted fraud.

Declaring money you are carrying

Declare to Customs money equal or greater than

€ 10.000



For more information about what you must declare (cash, cheques, gold, etc.) and the procedure to follow, either online or by regular mail, please go to French Customs' website: douane.gouv.fr > Particulier > Sommaire > Vous voyagez > Formalités générales > Obligation déclarative des sommes, titres et valeurs (in French only)

USEFUL ADDRESSES AND TELEPHONE NUMBERS



#Tousfairplay

- For questions about customs



douane.gouv.fr



Twitter@douane_france



For iOS
and Android smartphones:
douanefrance.mobi

OR



Infos Douane Service (*hotline for users*)

From abroad or outside mainland France:

+33 1 72 40 78 50

From within mainland France:

0 811 20 44 44

(€0.06 per minute + price of call)

ids@douane.finances.gouv.fr

- For consumer-related questions and issues about product quality



[@dgccrf](https://twitter.com/dgccrf)



economie.gouv.fr/dgccrf/



DGCCRF

If you have a consumer-related complaint:



Contact the Regional Civil Protection Department (DDPP) closest to where you are staying. Below are email addresses for ten DDPP offices in France:

AQUITAINE

Bordeaux (33) – ddpp@girondedouane.gouv.fr

ILE DE FRANCE

Paris (75) – ddpp@parisdouane.gouv.fr

Saint-Denis (93) – ddpp@seine-saint-denis.douane.gouv.fr

MIDI-PYRÉNÉES

Toulouse (31) – ddpp@haute-garonne.douane.gouv.fr

NORD-PAS-DE-CALAIS

Lille (59) – ddpp@nord.douane.gouv.fr

Lens (62) – ddpp@pas-de-calais.douane.gouv.fr

RHÔNE-ALPES

Lyon (69) – ddpp@rhonedouane.gouv.fr

Saint-Etienne (42) – ddpp@loiredouane.gouv.fr

PROVENCE-ALPES-CÔTE-D'AZUR

Marseille (13) – ddpp@bouches-du-rhone.douane.gouv.fr

Nice (06) – ddpp@alpes-maritimes.douane.gouv.fr

Or go to the DGCCRF's website: economie.gouv.fr/dgccrf/coordonnees-des-DDPP-et-DDCSPP