



AUSTRALIAN CUSTOMS NOTICE NO. 2008/58

Redesign of Customs Refunds Process

A review by Customs has determined that processing of refunds through a National Refunds Centre is the most appropriate method for ongoing delivery of this service.

As of 1 January 2009 the Customs National Refunds Centre will be established in South Australia, with some functions initially continuing in Victoria as part of transition arrangements.

Refund applications will continue to be subject to verification as a part of a revised compliance assurance program that will be managed by the Compliance Division. Existing service delivery standards will remain unchanged.

Clients are reminded that should an application become subject to verification, required information must be lodged within 30 calendar days. Should the required information not be lodged in that time, Customs will make a decision to either approve or reject the application based on the information provided.

Lodgement arrangements

The preferred method of lodgement will continue to be by electronic lodgement.

Importers who wish to lodge manual refund claims may continue to submit the necessary documentation at Customs Client Information Centres. Applications will then be forwarded to the National Refunds Centre.

Notice to Produce Documents - Lodgement

The preferred method of lodgement is by email to nationalrefunds@customs.gov.au. If required documents may be faxed to (08) 8447 9227.

Refunds Information

Enquires relating to refunds are to be directed to the Customs Information and Support Centre on 1300 363 263.

Further information, including Frequently Asked Questions (FAQ) is available on the Customs website www.customs.gov.au under the import export menu item, then select importing goods > refund of customs import duty.

Any queries concerning this ACN may be addressed to the Manager National Refunds Centre by email to nationalrefunds@customs.gov.au.

A handwritten signature in black ink, appearing to read 'Geoff Johannes'.

Geoff Johannes
National Director Trade
CANBERRA ACT

15 December 2008