

NZCS 152R

Request an IETF refund as a private individual



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

About this form

Use this form to request the refund of the Import Entry Transaction Fee (IETF) charged in error by the New Zealand Customs Service (Customs) between 1 July 2021 to 3 March 2023. These charges were made to individuals importing goods into New Zealand through mail during this period only.

This application may be submitted up to four years from the date that the IETF was paid to Customs. This form is for refunds to private individuals only (not for commercial purposes).

Completing this form

You can complete this form by saving a copy to your computer. Information you have filled in can be saved as you go so you don't have to complete it in one session.

You can choose to print and complete this form by hand instead. Use a blue or black ink pen and write in CAPITAL LETTERS.

Before you start

We require the supporting documents listed below. Please provide copies and not original documents. Copies can be supplied as JPEG, PNG, PDF, or document (.doc or .docx) format. Note, we cannot accept links to drop-boxes or external drives, for example Google Drive.

- Proof of payment**
This may be a copy of the invoice issued by Customs or a screenshot of your bank transaction showing the date, payment, and invoice number.
- Screenshot of your nominated bank account details**
This must include the account name and number.
- A signed letter from the importer authorising the refund to be made to a third-party bank account**
You only need to provide this if the nominated bank account for refund belongs to someone other than the importer.

Q1 Personal details of importerSurname Given name(s) **Q2 Contact details of importer**Phone number Email address **Q3 Import details**Invoice number Date of importation
(dd/mm/yyyy) **What happens next**

Send your completed form and supporting documents to IETFRefunds@customs.govt.nz.

We will process your request when we receive your completed form and supporting documents. You may be contacted to provide additional documentation to support your refund request.

Your refund will be credited to the bank account nominated in this form.

How Customs collects and uses your information

New Zealand Customs Service (Customs) may collect and use information for border management and border related risk management purposes under the Customs and Excise Act 2018. Under the Privacy Act 2020 you have the right to request access and correction of any personal information you have provided or that Customs holds on you. Information may be withheld from you for the reasons (for refusal of request) listed in Part 4 of the Privacy Act 2020. You may request access and correction through any office of Customs.