The Bahamas Customs & Excise Department

REFUND POLICY

REQUIREMENTS FOR A REFUND

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Required Documents for a Refund:

CLICK2CLEAR	EDI/ECAS
1) Application has to be made through the Click2Clear portal. (Please note that if the declaration was submitted by a broker, that broker would have to submit the claim.) **2) Letter from Supplier (If applicable)** **3) Letter of Authorization (If applicable)**	1) Payment invoice 2) Copy of submitted Declaration 3) Bill of Lading 4) Invoice from Supplier 5) Letter addressed to the Comptroller of Customs 6) Valid NIB Smart Card 7) Passport/Driver's License

CLICK2CLEAR	EDI/ECAS
1) Vendor Form **2) Valid Business License (If applicable)** **3) Tax Compliance (If applicable)** **4) NIB Certificate**	1) Vendor Form 2) Valid Business License (if applicable) 3) Tax Compliance Certificate (If Applicable) 4) NIB Certificate

➢ **If the Applicant's Refund Method is Bank Deposit, please attach the following documents in addition to the requirements listed above.**

NON- RESIDENTS:

➢ If the Applicant is a Non-Resident, the documents listed should be provided.

CLICK2CLEAR	EDI/ECAS
1) Passport **2) Vendor Verification Form** **3) Wire Transfer (Banking Information)** **a) Routing Number** **b) Account Number** **c) Bank's Address**	1) Passport 2) Vendor Verification Form 3) Wire Transfer (Banking Information) a) Routing Number b) Account Number c) Bank's Address

Once a Refund Claim has been processed and approved, the funds can be returned to the Importer using the following payment methods:

CLICK2CLEAR	EDI/ECAS
Credit Note: ❖ **Can be used either for a single or multiple transactions** (One Credit Note broken down into multiple credit notes to accommodate multiple transactions.) ➢ If used for multiple transactions, the Importer must state this at the time of the Refund. ❖ **Transaction must be 'Equal To' or 'Less Than' the amount of the Credit Note**. (Refund Amount) ➢ The Credit Note must be used in **full**. Any excess/remainder will be **forfeited**.	**Bank Deposit:** ❖ Description: The funds will be deposited to the bank account of the Importer
Payment Offset: ❖ **Can be used only at the time of Refund approval and applied to multiple transactions.** ❖ **Transaction must be 'Equal To' or 'Less Than' the amount of the Payment Offset**. (Refund Amount) ➢ The Payment Offset must be used in its entirety. Any excess/remainder will be **forfeited**.	
Bank Deposit: ❖ Description: The funds will be deposited to the bank account of the Importer.	