



Bern, 21st February 2019

QuickZoll

FAQ

Question	Answer
Why are all goods taxed at the VAT rate of 7.7% in QuickZoll?	By using the QuickZoll app, you accept that the VAT rate of 7.7% is also applied to goods that are subject to the reduced tax rate (2.5%) (in particular food, animal feed, medicines and books). This standardisation makes the customs clearance process noticeably simpler and faster. If you would like the reduced tax rate to be applied, you must declare the goods verbally at a border crossing manned by Federal Customs Administration (FCA) staff.
What happens to my receipts if I delete the app or lose my smartphone?	If the app is deleted for any reason, the receipts will be lost. For this reason, we recommend you also save your receipts by using the download button which can be found at the top right of the receipt. This feature takes a photograph of the receipt which is then stored in your smartphone's photo storage.
Do I need to know the tax-free limit and duty-free allowances if I want to use QuickZoll?	No, QuickZoll deducts the tax-free limit and duty-free allowances automatically. This means you can use the app to check whether you have to pay any VAT or customs duties at all.
Do I have to use QuickZoll if my purchases are within the allowances and tax-free limits?	No. If you are aware of the allowances and tax-free limits and your purchases are within these, you do not have to use QuickZoll. However, the app can also be used to check in case you are not entirely sure how the allowances and tax-free limits apply.
When should I enter the goods and pay the duties owed?	You can enter your purchases into the app at any time before crossing the border. For example, you can enter goods into QuickZoll while you shop or during your trip as you go. Taxes and duties can be paid a maximum of 48 hours before crossing the border. When making your payment, you will be asked to choose a two-hour timeframe. Your choice of timeframe determines when you will cross the border. NB: QuickZoll does not require an internet connection until you reach the tax/duty payment stage.

<p>Why do I still have to get the export form stamped at the border if I have cleared customs with QuickZoll?</p>	<p>The export form is for the refund of VAT paid abroad. The relevant foreign authority is responsible for this procedure. QuickZoll allows you to pay customs duty and VAT owed in Switzerland.</p>
<p>How do I subsequently obtain a customs stamp on the import invoice/receipt (till receipt)?</p>	<p>The receipt in the app serves as proof of customs clearance. A stamp on the invoice/receipt is not required. If you still need a stamp, present the invoice/receipt together with the QuickZoll receipt to a customs office. The latter will stamp your invoice if it can be seen from the documents shown that the invoice/receipt belongs to the corresponding QuickZoll receipt (corresponding duty amount, invoice/entry date).</p>
<p>Why can't I clear animals and other goods with the app?</p>	<p>Goods which are subject to certain controls (goods subject to certification or authorisation), restrictions or bans cannot be cleared using QuickZoll. These goods must be declared verbally at a manned border crossing. Goods which are intended for reselling or commercial use, even in your own business, must be declared electronically using the e-dec customs clearance system.</p>
<p>If I use the app, will the foreign value added tax not be refunded to me?</p>	<p>If you clear goods using QuickZoll, you will not be refunded the duties and VAT paid with the app. However, this has nothing to do with receiving a refund for the foreign value added tax. This is refunded abroad as before.</p>
<p>What is meant by net value? Which value should I enter?</p>	<p>You should enter the value after deduction of foreign value added tax, provided this is indicated on the receipt/invoice. (For more information: see https://www.ezv.admin.ch/ezv/en/home/information-individuals/travel-and-purchases--allowances-and-duty-free-limit/importation-into-switzerland/value-of-goods-up-to-chf-300--free-of-vat.html)</p>
<p>Items with a value of over CHF 300: Do I really have to enter the value of these items again separately?</p>	<p>Yes. If you are clearing goods for two or more people, you have to enter the value of these goods again separately. These details are necessary in order to calculate VAT and/or for the correct deduction of the tax-free limits.</p>
<p>Why can't I clear my car/my motorbike/boat with the app?</p>	<p>Special proof of customs clearance must be issued for vehicles. In addition, cars are subject to automobile duty. The customs declaration can be made only at a customs office for merchandise during office hours. http://www.pwebapps.ezv.admin.ch/apps/dst/?lang=4</p>