



Global Blue

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## INTRODUCING SINGAPORE'S MOBILE TAX FREE EXPERIENCE - THE FIRST DOWNTOWN REFUND (IN-STORE)



Considering the current global pandemic, the world is approaching the pinnacle of the digital era with processes made more efficient through reduced human involvement.

As the worldwide market leader offering Tax Free Shopping services, Global Blue has rendered one's international shopping experience into a **more seamless and contactless journey**.

**More importantly, Global Blue's cutting-edge technology will elevate your status as a tourist-friendly shopping haven.**

Global Blue now offers an exciting way for tourists to get an in-store tax refund - paid to their credit card within five business days or immediately to their Mobile wallet account, incentivising a possible higher spend when they are in-store and saving time at the airport.

**Unlike the current procedure**, of the tax refund only disbursed to tourists at the airport, the **Downtown Refund (In-Store)** revolves around delivering tourists the ultimate convenience of receiving their tax refund at the point of purchase.

## How Downtown Refund (In-Store) works

When a transaction is made in-store under this initiative, tourists can request to receive their tax refund via the following options:



UnionPay



Visa



Mastercard



Alipay

Tourists will receive the tax refund in their Mobile wallet account instantly. If a credit card has been selected, the refund will be credited within five business days.

Prior to their departure, they must validate their export via the eTRS self-help kiosk at Changi or Seletar airport. Alternatively, this can be completed through **Global Blue's Mobile Validation**, on the Tourist's phone (only if the tourist is departing from Changi Airport). This function is only accessible via the Global Blue's Shop Tax Free mobile phone application.

Tourists must validate their tax free transaction(s) within 21 days from the date of the purchase(s) but 15 days for their refunds to be credited into their UnionPay account. Otherwise, the refund amount will be debited from their account. The refund will be repaid if the validated tax free transaction(s) are subsequently received.

## Benefits all stakeholders of the Tax Free Shopping Journey

The **Downtown Refund (In-Store)** is a two-pronged approach in delivering a seamless journey for both you and tourists.

Tourists enjoy greater flexibility of receiving their tax refunds early, through the option of a digital refund into their chosen credit card or Alipay account, while they shop. The savings derived from the tax refund almost instantly\*, motivate tourists for a possible second expenditure or a higher ticket purchase.

## Singapore's first fully-digitised Tax Free Shopping experience for the Tourist

The **Downtown Refund (In-Store)** service completes Global Blue's existing efforts in fully digitising Singapore's Tax Free Shopping ecosystem.

When shopping with Global Blue, tourists already enjoy the ease of having the **Mobile Customer Care** guide them through their entire shopping journey for a successful GST refund. With the addition of **Mobile eTRS Validation**, it further eliminates the tourists' hassle of having to proceed to the eTRS self-help kiosk for the final Customs validation before their departure from Singapore.

We invite you to be a part of Singapore's legacy in digitising the Tax Free Shopping experience and revamping the shopping experience for the tourists of tomorrow.  
**More importantly, we hope for your support as Global Blue uplifts Singapore's Shopping landscape; one innovation at a time.**