



Application for refund of customs duty on goods declared under the procedure of release for free circulation using the Norwegian Customs app

If you have used the Norwegian Customs app and believe you have paid too much in customs duties, you can apply for a refund. For evidentiary reasons, Norwegian Customs can only refund the amount if you contact customs officials in the red zone when entering the country. You must fill out this application form and have it certified by an official.

If you can document that too much customs duty was paid due to a technical error during the payment process, you can apply for a refund regardless of whether you reported it in person. In such cases, Norwegian Customs will request information on what went wrong and assess each case individually.

The refund application will be processed by the Movement of Goods Division, which will pay the amount to your bank account. You will not receive the refund in cash.

Pursuant to Section 11-1 of the Customs Duty Act, a refund is requested for an overpaid customs duty resulting from the use of the Norwegian Customs app for declaring travel goods under the release for free circulation procedure.

Recipient
Tolletaten, Vareførselsdivisjonen, Postboks 2103 Vika 0125 Oslo Email: post@toll.no

Applicant (use block letters)	
Name	Date of birth (dd/mm/yy)
Address	
Email	Mobile number

Receipt reference and ticket number
Receipt reference number
Receipt ticket number
Card details (first 4 and last 4 digits)

Operating system and version		
iOS (iPhone etc.) – version:		
Android (Samsung etc.) – version:		
Border crossing point:	Date:	Time:
Account number:		

Application
Explanation / Description of what happened:

Specify what you believe was incorrectly declared			
Item type (e.g., wine)	Unit	Quantity	Customs duty amount

Specify what you believe should have been declared			
Item type (e.g., wine)	Unit	Quantity	Customs duty amount

Total customs duty amount being claimed for refund

Applicant's signature / Certification by Norwegian Customs	
Applicant's signature:	
Place and date:	Certification by Norwegian Customs:

Attachments
<ul style="list-style-type: none"> Bank statement confirming the charged amount Screenshot of the receipt (if received)