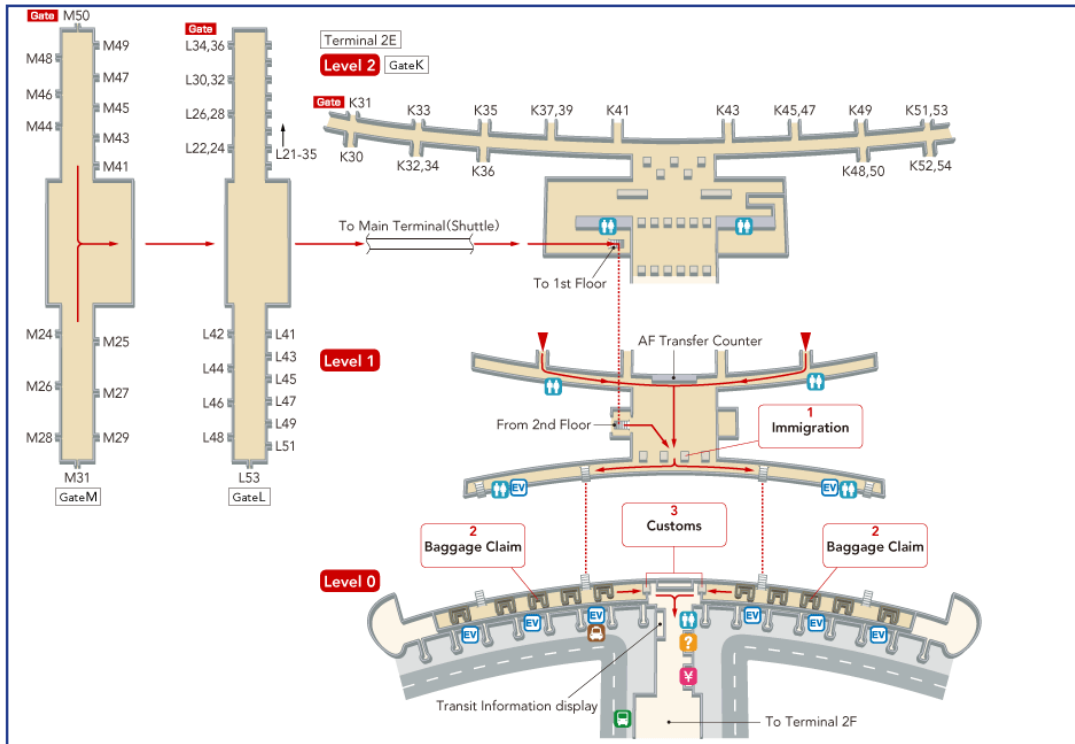


CDG - Charles de Gaulle Airport

Directorate-General of Customs and Indirect Taxes



Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.

- 1) Bring Carnet and items to Public Office located in Terminal 1 on Level CDGVAL Hall 6.
- 2) Other locations are in Terminal 2A and Terminal 2E near door 4

Hours of operation: 24/7

For more information: [Tax refund at Paris-Charles de Gaulle and Paris-Orly airports - Paris Aéroport \(parisaeroport.fr\)](http://www.parisaeroport.fr/en/homepage) – scroll down to Step 3 and click on the Locations of Customs Offices.

Customs at Paris-Charles de Gaulle Airport:
 Email: ids@douane.finances.gouv.fr
 Telephone: + 33 1 72 40 78 50 (M-F 8:30a.m. -6:00p.m.)
www.douane.gouv.fr

Information is accurate as of May 18th, 2024 but can change at any time.

Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

Airport Information

Website

<http://www.parisaeroport.fr/en/homepage>

Customer Service +33 1 70 36 39 50

Language Aid

Present this language aid to be directed to the nearest Customs area in this Airport.

Please direct me to the nearest Customs area. (English)

Pouvez-vous m'indiquer s'il-vous-plaît le kiosque des douanes le plus près, dans cet aéro-gare? (French)

CIB International HelpLine. 00 800 4CARNETS
 CIB Carnet HelpLineSM 1-800-ATA-CARNET
 CIB Telephone 1-847-381-1558

E-Mail carnets@atacarnet.com
 Website www.atacarnet.com

