CDTFA
CALIFORNIA DEPARTMENT OF
TAX AND FEE ADMINISTRATION

Veterinarians

PREFACE

This publication is designed to help you understand California's Sales and Use Tax Law as it applies to veterinary practices, including clinics, hospitals, or centers operated by veterinarians. The term "veterinarian" is not limited to individuals, but also includes any firm, partnership, joint venture, association, limited liability company, corporation, syndicate, or any other group or combination acting as a unit to provide veterinary services.

If you cannot find the information you are looking for in this publication, please visit our website or call our Customer Service Center at 1-800-400-7115 (TTY:711). Customer service representatives are available to answer your questions weekdays between 8:00 a.m. and 5:00 p.m. (Pacific time), except state holidays.

This publication complements publication 73, *Your California Seller's Permit*, which includes general information about obtaining a permit; using a resale certificate; collecting and reporting sales and use taxes; buying, selling, or discontinuing a business; and keeping records. Please refer to our website or our For More Information section for the complete list of California Department of Tax and Fee Administration (CDTFA) regulations and publications referenced in this publication.

We welcome your ideas on improving this or any CDTFA publication. Please send your suggestions to:

Audit and Information Section, MIC:44
California Department of Tax and Fee Administration
PO Box 942879
Sacramento, CA 94279-0044

Note: This publication summarizes the law and applicable regulations in effect when the publication was written, as noted on the cover. However, changes in the law or in regulations may have occurred since that time. If there is a conflict between the text in this publication and the law, the law is controlling.

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DO YOU MAKE RETAIL SALES?

As a veterinarian, you commonly provide products including drugs, medicines, and pet supplies to your clients. This section is intended to help you determine if any of your sales are considered retail sales, and whether you need a seller's permit. Information on reporting sales tax is found in the next section. Please refer to our website or our For More Information section for CDTFA information and the complete list of regulations and publications referenced in this publication.

Are you a retailer, consumer, or both?

Retailer. If you make sales in your practice that qualify you as a *retailer* under the Sales and Use Tax Law, you must obtain a seller's permit, file tax returns, and pay tax on those sales. Using resale certificates, you may buy products to resell. Your suppliers will not apply sales tax to purchases you make with a resale certificate.

Consumer. If you are considered a *consumer* (end user) for *all* of your transactions, you are generally not required to obtain a seller's permit or report sales tax to the CDTFA. Your suppliers will generally apply tax when you purchase products that you will consume in your practice. Under certain circumstances, you may be liable for reporting *use tax* to the CDTFA. (see Required registration to report use tax and Taxability of Purchases).

Most veterinarians are both. You may be considered a retailer in some instances and a consumer in others (see table below). If this is the case, you will need to obtain a seller's permit and report tax to the CDTFA on your retail sales. While you may use a resale certificate to purchase items you will resell, your suppliers should apply tax when you purchase items you will consume in your practice.

Required registration to report use tax – how to register and file a return

California law requires a "qualified purchaser" to register with the CDTF A and annually report and pay use tax directly to us. You can register on our website at *www.cdtfa.ca.gov*, by selecting *Register*, and then select *Register a business activity with CDTFA*. Once you have registered, you may pay any use tax due by filing your return. You can also register to report use tax in person at any of our offices. A "qualified purchaser" includes businesses with at least $100,000 in annual gross receipts from business operations. Gross receipts are the total of all receipts from both in-state and out-of-state business operations. For additional information see publication 126, *Mandatory Use Tax Registration for Service Enterprises.*

Which sales are retail sales?

To determine which of your sales are retail sales, the CDTFA considers:

- The type of service, if any, provided with the product;
- Whether the product is a drug or medicine, or another type of product; and
- For products other than drugs or medicines, your billing method.

The table below shows the circumstances in which you are considered to be a retailer, and when you are a consumer. It is important that you refer to the following pages for definitions of the terms found in the table.

Retail sales and products used by veterinarians

Item	*Furnished without professional services*	*Furnished with professional services*	
		Separate charge	*Charge not separate*
Drugs and medicines	retailer	consumer	consumer
Other products	retailer	retailer	consumer

Professional services

Charges for your services are not subject to sales tax.

In defining retail sales by veterinarians, the CDTFA looks at the relationship between the products you sell and the services you provide. As you can see on the preceding table, providing a product to a customer without professional services is generally considered a taxable retail sale. Yet, when the same product is provided with professional services, *you* may be considered the consumer of the product. Therefore, it is important that you understand how the CDTFA defines *professional services.*

Professional services

Professional services are considered to include activities such as:

- Diagnosis, including examinations, x-rays, tests, and so forth
- Treatment
- Surgery
- Administration of drugs

> *Example, product furnished with professional services:* Based on your examination of a parrot and subsequent tests, you determine that the bird has a respiratory infection. You provide your client with a liquid antibiotic for the parrot, an action directly related to specific professional services—in this case, your examination, tests, and diagnosis. As you can see in the table above, when you provide a drug or medicine with professional services, you are considered the consumer of the drug, and the transaction is not a retail sale (see Drugs and medicines, below).

Other services

Some services you provide are not considered to be professional services. Although you may, in connection with the sale of a product to a customer, use your:

- *General* medical knowledge and experience to recommend the use of a particular drug or other product; or
- Provide advice to a customer regarding the use of a particular product.

These actions are not considered professional services.

> *Example:* A customer comes into your office seeking an ointment for a minor cut on her horse. Advice you provide regarding which ointment to buy, or how to use it, is not considered a professional service. The sale of the ointment is a retail sale (see Retail sales and products used by veterinarians).

Drugs and medicines

You are generally considered the consumer of drugs and medicines (see definition below) you furnish with related professional services. However, when you do not provide related professional services, furnishing drugs or medicines to clients is considered a retail sale, and you are generally required to report sales tax based on the product's selling price.

Exemptions: If a drug or medicine will be administered to *food animals* (see Feed for food animals) or to animals that will be sold by their owners in the regular course of business, the sale, use, or purchase of the drug or medicine may not be taxable. This is true whether you are considered the retailer or consumer of the product. For more information and a table showing when tax applies to transactions involving drugs and medicines, see Tax- exempt sales of drugs and medicines.

Definition

Veterinary drugs and medicines are considered to be *substances* or *preparations* intended for the use in the diagnosis, cure, mitigation, treatment, or prevention of disease in animals. They include:

- Pills (other than vitamins)
- Capsules (other than vitamins)
- Liquid medications
- Injectable drugs
- Ointments
- Vaccines
- Intravenous fluids
- Medicated soaps (which are available only to veterinarians)

Please note: Supplies you use in your practice, such as dressings, sutures, splints, and so forth are not considered drugs or medicines. You are generally considered the consumer of those supplies.

Other products

As shown in the table on Retail sales and products used by veterinarians, sales of products other than drugs or medicines, when furnished without related professional services, are generally considered retail sales. When these products are provided with professional services, your billing method determines whether the transaction is considered a retail sale (see below).

The following products are not considered veterinary drugs or medicines:

- Flea powder, spray, and dip; flea collars
- Leashes, leads, and collars
- Animal carrying cases
- Animal shampoo
- Grooming aids
- Pet foods, including prescription diet foods and artificial diets
- Vitamins

Billing methods and tax

You are considered the retailer of products other than veterinary drugs or medicines furnished with professional services when you list a *separate charge* for those items on your bill. Tax is due on the sale of the products based on their selling price. However, if you bill your client for a *lump sum amount* (services and products combined in one charge), you are considered the consumer of those products rather than the retailer.

X-rays

You are considered the retailer of x-rays if you:

- Deliver x-rays to a client (for example - you hand them to your client), and
- Charge separately for them.

Tax would apply to your charges.

Boarding charges

You may board animals at your hospital or clinic in association with professional services or as a service to your clients. Your charges for boarding are not subject to tax, whether they are itemized or included in a lump-sum billing. However, you may be required to report tax on the sale of products furnished for a boarded animal, as explained on the next page.

- *If your bill does not list separate charges for products furnished,* you are considered the consumer of those products and should not buy them with a resale certificate. If you do, you will owe use tax based on their purchase price (see Use tax).
- *If your bill includes separately stated charges for products furnished,* you are considered the retailer of those products and must report tax on your sales. *Exception:* If you provide professional services with boarding, you are generally considered the consumer of drugs and medicines even when you charge separately for them (see Drugs and medicines).

Questions?

If you're not sure whether to report tax on a sale, please call the Customer Service Center at 1-800-400-1775 (TTY:711).

REPORTING SALES TAX

The retail sale of goods in California is generally subject to sales tax. This section describes sales tax reporting, including information on credit sales. For more information, you may wish to obtain a copy of publication 73, Your California Seller's Permit. *Please refer to our* website *or our* For More Information *section for CDTFA information and the complete list of regulations and publications referenced in this publication.*

Sales tax reimbursement (including an amount for sales tax in your charges)

Although you are responsible to report and pay sales tax to the CDTFA, the law allows you to collect "reimbursement" from your customers for the sales tax you will owe on each retail sale. You may add the amount of tax due to the price of the products you sell, being sure to itemize the tax on your invoice or receipts. Or, you may include it in the price for the product. If you choose the latter method, you must post a visible sign stating, "All prices of taxable items include sales tax reimbursement calculated to the nearest mill," or include a similar statement on your sales receipts.

Tax due with your sales and use tax return

You must report all of your sales on your sales and use tax return — including nontaxable sales, nontaxable charges for professional services, and nontaxable boarding charges. The tax due with each return is based on your total gross sales for the period less deductions for nontaxable receipts and other adjustments. (Some exemptions and deductions common to veterinary practices are described in Exemptions and deductions.)

Reporting credit sales

Tax for an item sold on credit is due with the tax return for the reporting period in which you make the sale, even though you may not receive full payment until a later date. Tax is due on the full selling price.

> *Example:* You perform surgery on a horse in March and keep the animal at your clinic for two days for observation. On your bill, you separately state a $50 charge for the horse's feed (as explained in Boarding charges, when related to professional services and listed as a separate charge, the sale of feed is generally considered a taxable retail sale). Your client pays you $25, and agrees to pay the balance in future months. Regardless of when you receive the balance due, the $50 selling price of the feed must be included on your tax return for the reporting period that includes the month of March.

You may exclude amounts for insurance, interest, finance, and carrying charges from the taxable selling price you report for a credit sale, provided you keep adequate and complete records itemizing those charges.

If you have reported tax on a transaction and do not receive payment from your customer, you may be able to claim a bad debt deduction on your sales and use tax return. Please see Bad debt deductions.

Losses from robbery, theft, or shoplifting

You are required to pay tax on all of your taxable sales despite any loss of proceeds from them. As a result, you may not take a deduction for a loss due to robbery, theft, or shoplifting.

Although you cannot deduct such losses, you must document them in your records. Acceptable forms of documentation include police reports, insurance claims, reports from private investigating agencies, and so forth. It is important that you be able to account for all of your inventory and income if your practice is audited.

EXEMPTIONS AND DEDUCTIONS

Although you must report all of your sales on your sales and use tax return, you may deduct amounts included for nontaxable sales or for other allowable deductions before you calculate the tax you owe. This section describes some of the more common nontaxable sales and deductions that may apply in your practice. For more information, see publication 73, Your California Seller's Permit. *You may also wish to obtain CDTFA publication 61,* Sales and Use Tax: Exemptions and Exclusions. *Please refer to our* website *or our* For More Information *section for CDTFA information and the complete list of regulations and publications referenced in this publication.*

Recordkeeping

It is important that you maintain proper documentation for all tax-exempt sales and other deductions you claim on your sales and use tax return. You should be sure to maintain resale and exemption certificates and indicate purchasers' names on corresponding sales invoices, and to maintain other information necessary to substantiate each exemption or deduction.

Sales for resale

Sales you make to others for resale are not subject to tax, provided you obtain a valid resale certificate from the pur-chaser. For more information on acceptance or use of resale certificates, see publication 73, *Your California Seller's Permit,* or Regulation 1668, *Resale Certificates.*

Sales of feed

Feed for food animals

Your sale or use of feed for *food animals* is not subject to tax. Food animals are considered to be those animals, birds, or insects commonly used to produce food items that people eat, such as meat products, dairy products, eggs, and honey. Examples include cattle, swine, chickens, sheep, goats, quail, ostriches, turkeys, and bees.

This tax exemption applies regardless of the method you use to bill your customer. Feed, for sales and use tax purposes, includes products such as grain, hay, seed, and similar products. It does not include sand, charcoal, granite grit, or sulfur.

In addition, your purchases of feed for food animals are not taxable. See Purchases of feed for food animals for further information.

Exemption certificates

If you sell feed for food animals and that feed can also be used for nonfood animals, you may need to obtain a *feed exemption certificate* from the purchaser (see Appendix). However, a certificate is not required for sales of:

- Two or fewer standard sacks of grain, and/or four or fewer bales of hay (for use as feed)
- Feed bearing a manufacturer's label indicating that it is intended for food animals

Sales of feed for nonfood animals to be sold

The sale of feed for nonfood animals that will be sold by the purchaser in the regular course of business is not subject to tax. In addition, feed sales to breeders who will sell their nonfood animals' offspring in the regular course of business are not taxable. You should obtain a feed exemption certificate from the purchaser to substantiate these sales (see Appendix).

Tax-exempt sales of drugs and medicines

Under certain circumstances, your sale or use of a veterinary drug or medicine is not taxable. The product must be sold for the prevention or control of disease in food animals (see Drugs and medicines), or in animals that will be sold by the purchaser in the regular course of business. For animals that will be sold, the drug or medicine must be intended for administration as an additive to feed or water rather than for direct administration. The table below summarizes how tax applies to the sale or use of drugs and medicines.

Type of Animal	*Drug or Medicine Administered*	
	in Feed or Water	*Directly*[1]
Food Animal	Nontaxable	Nontaxable
Nonfood animal if it or its offspring will be sold in the regular course of business	Nontaxable	Taxable
Other nonfood animal	Taxable	Taxable

[1] Oral, hypodermic, external, or topical application, including injections, implants, drenches, repellents, and pour-ons.

Supporting documentation

When you make a nontaxable sale of drugs or medicine, your sale should be supported by a *drug exemption certificate* completed by the purchaser. A sample certificate is shown (see Appendix).

Note: These rules also apply to your purchases of drugs and medicines (see Purchases of drugs and medicines).

Tax-paid purchases resold prior to use

If you pay an amount for sales or use tax on the purchase of an item and then resell the item before using it, you can take a deduction on your tax return. When you report the sale, you may deduct your cost for the item, not including any applicable tax, under "Cost of Tax-Paid Purchases Resold Prior to Use." If you do not take the deduction, you may pay more tax than you owe.

> *Example:* You purchase a case of prescription diet dog food for $20. Since you intend to use the dog food in a way that qualifies you as its consumer, your supplier applies tax to your purchase. Later, a customer comes into your practice with a prescription for diet dog food from another veterinarian. You sell the customer the case of dog food for $35 without providing any related professional services. The transaction is considered a retail sale.
>
> You are required to report the $35 sale on your sales and use tax return (included in your gross receipts) and to pay sales tax on the transaction. However, since sales tax was applied to your initial dog food purchase, you can take a $20 deduction (your cost, not including tax) on your return, under "Cost of Tax-Paid Purchases Resold Prior to Use."

Cash discounts on taxable sales

A cash discount on a retail sale is not subject to sales tax. For example, if you sell a dog kennel for $350 less a ten percent discount ($35), tax would be due on $315, the total amount you received in connection with the sale ($350 price – $35 discount = $315). Your invoice or receipt should clearly list the original price, amount of discount, amount subject to tax, and the amount of tax applicable to the sale. Please see publication 113, C*oupons, Discounts and Rebates*, for additional information.

Bad debt deductions

If you reported tax on a sale and have been unable to collect payment from your customer, you may claim a deduc-tion for the bad debt. Bad debts may take the form of:

- Checks returned unpaid by the purchaser's bank which you have determined to be uncollectible; or
- Accounts from charge or credit sales found worthless.

You must charge off the bad debts for income tax purposes or charge them off in accordance with generally accepted accounting principles.

You should claim the deduction on the return filed for the period in which you found the account worthless and wrote it off. Your deduction cannot include the amount of tax that applied to the sale, or any other nontaxable charges included in your total loss. (When you calculate your deduction, please be sure to deduct tax from the total loss at the rate in effect when the sale was made.) You cannot deduct amounts you paid to collect the funds due.

If you later collect the money due for a bad debt (including worthless checks), any amount you previously claimed as a deduction must be reported as a taxable sale.

Note: Since there are many rules governing deductions for bad debt losses, see Regulation 1642, *Bad Debts*.

Professional services and boarding charges

Charges for professional services and boarding charges that do not include taxable sales of products are not sub-ject to tax. Receipts from these services included in "Total (gross) sales" on your sales and use tax return should be deducted under "Other" deductions before you calculate the tax you owe.

TAXABILITY OF PURCHASES

Tax generally applies to your purchases of items you will consume in your practice. However, if you use a resale certificate to purchase merchandise you will resell, tax will not apply to the transaction. If you purchase property for resale but use it for another purpose, you may be required to pay use tax to the CDTFA. This section describes common situations in which sales or use tax may apply to your purchases. Also refer to Required registration to report use tax.

General principles and methods

Generally, you should use a resale certificate to purchase items you will sell at retail, and pay sales tax reimbursement to your suppliers or *use tax* on purchases of items you will consume. However, it may be difficult for you to apply this to all of your purchases, since you may both resell and consume certain products you buy for your practice.

You may find it helpful to adopt one of the following purchasing methods and use it consistently in your practice.

If you rarely make retail sales

If you rarely make retail sales, you may prefer not to use a resale certificate when making purchases for your practice. If you do resell items, you may be able to take a "tax-paid purchases resold prior to use" deduction (explained in Tax-Paid Purchases Resold Prior to Use).

If you ordinarily make retail sales of each item you purchase

If you sell some of *each* product you purchase, you may wish to buy all of those products using a resale certificate. You will report sales tax on items you sell at retail, and *use tax* on the cost of items you consume in your practice. You should report that cost under "Purchases Subject to Use Tax" on your sales and use tax return (see Items you consume when tax not paid on purchase). Use tax is explained in more detail below.

If you can determine which products you will sell and which you will consume

If you can readily determine which products you buy to sell at retail, and which products you buy to consume, you should use a resale certificate when purchasing items you will resell. You should pay tax reimbursement to your suppliers when purchasing products you will consume.

Use tax

In certain circumstances, *use tax* applies to the purchase price of items you buy. For example, if you purchase an item without paying an amount for California tax and then use the item for a purpose other than resale, your purchase is subject to use tax. The use tax rate is the same as the sales tax rate for your location. You should report purchases subject to use tax on the line of that same name (usually line 2) of your sales and use tax return.

The following sections describe typical situations in which use tax applies to your purchases.

Merchandise purchased for resale

You must report use tax to the CDTFA if you purchase merchandise with a resale certificate and then use the merchandise for other business or personal purposes. Taxable uses include:

- Use of products as a consumer (see Are you a retailer, consumer, or both?).
- Donations (donations to certain charitable organizations may be tax-exempt. Please call our Customer Service Center at 1-800-400-7115 (TTY:711) for further information.
- Gifts to friends, employees, and others.
- Personal use.

Note: If you know at the time you make a purchase that you will not resell the merchandise you are buying, you may not use a resale certificate for that transaction.

Items used for demonstration and display

Merchandise you use exclusively for demonstration and display while it is for sale is not subject to use tax. Sales tax applies when the item is sold.

If you use a demonstration or display item for any additional purpose, including personal use, the purchase price must be reported under "Purchases Subject to Use Tax" on your return. Again, sales tax applies to the subsequent retail sale of the merchandise. For more information, see Regulation 1669, *Demonstration, Display, and Use of Property Held for Resale—General*. Please refer to our website or our For More Information section for CDTFA information and the complete list of regulations and publications referenced in this publication.

Purchases from out-of-state retailers

In general, if you purchase taxable merchandise from a retailer located outside the state without paying California tax, and use the merchandise for a purpose other than for resale (including use as a consumer), the purchase is subject to use tax and must be reported to the CDTFA.

Credit against use tax liability for payment of another state's tax. If you were required to pay, and did pay, another state's sales tax on a purchase, you may take a credit against your *use tax* liability by:

- Reporting the amount of the purchase under "*Purchases Subject to Use Tax*," and
- Deducting the amount of tax paid under "*Sales or Use Tax Paid to Other States*" on your return. You can claim a credit up to the amount of California use tax due.

Note: You may not claim this credit against your *sales tax* liability for purchases you resell.

Some out-of-state retailers are authorized to collect and pay California use tax. If your receipt indicates that the retailer collect the correct amount of California use tax from you. You do not need to report the purchase on your return.

Items you consume when tax not paid on purchase

If you purchase merchandise without payment of California tax and consume the items in your practice rather than resell them, you must report use tax on your purchase. This holds true whether you buy the product using a resale certificate or from an out-of-state supplier who does not collect California use tax (see Purchases from out-of-state retailers, above).

> *Example:* You spend $250 on equine vaccine for use in your large animal practice, knowing that you will sell some of the vaccine on an over-the-counter basis and use some of it in connection with professional services. Since you intend to resell some of the vaccine, you provide your supplier with a resale certificate and the supplier does not apply tax to your purchase.
>
> You administer one-half of the vaccine to horses you see on ranch visits, a use connected with professional services. Since you are considered to be the consumer of vaccine provided with professional services rather than its retailer (see table Retail sales and products used by veterinarians), you must report use tax on the portion of the vaccine you use in this way. In this case, one-half of your original purchase cost, or $125. (You must report sales tax on equine vaccine sales not connected with your professional services, based on your *selling* price.)

Partial exemption for agriculture-related purchases

Purchases of certain supplies, equipment and machinery, liquefied petroleum gas (LPG), feed, and veterinary drugs by veterinarians used primarily or exclusively in assisting farmers, ranchers, or other growers may be exempt from the state general fund portion of the sales and use tax, currently 5.25 percent. To receive the partial exemption, veterinarians must provide a partial exemption certificate to retailers. For more information, see Regulation 1533, *Liquefied Petroleum Gas*, Regulation 1533.1, *Farm Equipment and Machinery*, and publication 66, *Agricultural Industry*.

Note: The rate for the general fund portion of the sales tax has been lower in the past and may change again after the date of this publication. You must use the rate in effect at the time your sale occurs. Information on tax rate changes is available at our website or from our Customer Service Center.

Business supplies and equipment

Purchases of items used in your business, such as display fixtures, equipment, instruments, bookkeeping materi-als, and maintenance materials, are subject to sales or use tax. Tax also applies to your purchases of supplies used in your practice, such as disinfectant, dressings, suture materials, and similar items. If bought from an out-of-state seller who does not charge California use tax, you must report the purchase on your return, under "Purchases Subject to Use Tax." The subsequent retail sale of these items would be subject to sales tax.

Purchases of feed for food animals

Purchases of feed for food animals (see Sales of feed) are not subject to tax. This holds true whether you later sell the feed at retail or consume it in your practice. You should provide your supplier with a completed feed exemption certificate at the time of purchase (see Exemption certificates). A sample certificate is found in the Appendix.

Purchases of drugs and medicines

As with sales of drugs and medicines, some of your drug and medicine purchases may not be subject to tax. For information regarding how tax applies to transactions involving drugs and medicines, see the text and table on Tax-exempt sales of drugs and medicines. You should provide your supplier with a drug exemption certificate when you make qualifying nontaxable purchases of drugs and medicines (see Appendix).

APPENDIX: EXEMPTION CERTIFICATES

Feed exemption certificate

For information on feed exemption certificates, see Exemptions and Deductions and Purchases of feed for food animals.

FEED EXEMPTION CERTIFICATE

"I hereby certify that all of the feed which I shall purchase from

_____

will be purchased for use as feed for food animals or for nonfood animals which are being sold in the regular course of business. This certificate shall be considered a part of each order which I give unless such order shall otherwise specify. This certificate shall be good until revoked in writing."

Signature _____ Date _____

Name _____

Address _____

Occupation _____

Seller's Permit Number *(if any)* _____

Drug exemption certificate

For information on drug exemption certificates, see Tax-exempt sales of drugs and medicines and Purchases of drugs and medicines.

DRUG EXEMPTION CERTIFICATE

"I hereby certify that the drugs or medicines which I shall purchase from

_____

will be purchased

- ☐ as an additive to feed or drinking water for food animals or for nonfood animals being held for sale in the regular course of business, or
- ☐ for administration directly to a food animal.

This certificate shall be considered a part of each order which I shall give unless such order shall otherwise specify. This certificate shall be good until revoked in writing."

Signature _____ Date _____

Name _____

Address _____

Occupation _____

Seller's Permit Number *(if any)* _____

Please note: There is no required form for exemption certificates. Other forms are acceptable provided they contain all of the information shown here. While the CDTFA does not provide blank certificates, you may reproduce the ones on this page.

FOR MORE INFORMATION

For additional information or assistance with how the Sales and Use Tax Law applies to your business operations, please take advantage of the resources listed below.

CUSTOMER SERVICE CENTER
1-800-400-7115
TTY:711

Customer service representatives are available weekdays from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays. In addition to English, assistance is available in other languages.

OFFICES

City	Telephone Number
Bakersfield	1-661-395-2880
Cerritos	1-562-356-1102
Culver City	1-310-342-1000
El Centro	1-760-352-3431
Fairfield	1-707-427-4800
Fresno	1-559-440-5330
Glendale	1-818-543-4900
Irvine	1-949-440-3473
Oakland	1-510-622-4100
Rancho Cucamonga	1-909-257-2900
Rancho Mirage	1-760-770-4828
Redding	1-530-224-4729
Riverside	1-951-680-6400
Sacramento	1-916-227-6700
Salinas	1-831-443-3003
San Diego	1-858-385-4700
San Francisco	1-415-356-6600
San Jose	1-408-277-1231
Santa Clarita	1-661-222-6000
Santa Rosa	1-707-576-2100
Ventura	1-805-677-2700
West Covina	1-626-480-7200
Out-of-State Offices	
Chicago, IL	1-312-201-5300
Houston, TX	1-713-739-3900
New York, NY	1-212-697-4680
Sacramento, CA	1-916-227-6600
Motor Carrier Office	
W. Sacramento, CA	1-800-400-7115

INTERNET
www.cdtfa.ca.gov

You can log onto our website for additional information—such as laws, regulations, forms, publications, industry guides, and policy manuals—that will help you understand how the law applies to your business.

You can also verify seller's permit numbers on the CDTFA website (look for "Verify a Permit, License, or Account") or call the CDTFA's toll-free automated verification service at 1-888-225-5263.

Multilingual versions of publications are available on the CDTFA website at *www.cdtfa.ca.gov*.

Another good resource—especially for starting businesses—is the California Tax Service Center at *www.taxes.ca.gov*.

TAX INFORMATION BULLETIN

The quarterly Tax Information Bulletin (TIB) includes articles on the application of law to specific types of transactions, announcements about new and revised publications, and other articles of interest. You can find current TIBs on our website at *www.cdtfa.ca.gov/taxes-and-fees/tax-bulletins.htm*. Sign up for CDTFA updates email list and receive notification when the latest issue of the TIB has been posted to our website.

FREE CLASSES AND SEMINARS

Most of the CDTFA statewide offices offer free basic sales and use tax classes with some classes offered in other languages. Check the Sales and Use Tax Section on our website at *www.cdtfa.ca.gov* for a listing of classes and locations. You can also call your local office for class information. We also offer online seminars including the Basic Sales and Use Tax tutorial and how to file your tax return that you can access on our website at any time. Some online seminars are also offered in other languages.

WRITTEN TAX ADVICE

For your protection, it is best to get tax advice in writing. You may be relieved of tax, penalty, or interest charges that are due on a transaction if we determine that we gave you incorrect written advice regarding the transaction and that you reasonably relied on that advice in failing to pay the proper amount of tax. For this relief to apply, a request for advice must be in writing, identify the taxpayer to whom the advice applies, and fully describe the facts and circumstances of the transaction.

For written advice on general tax and fee information, please visit our website at: *www.cdtfa.ca.gov/email* to email your request.

You may also send your request in a letter. For general sales and use tax information, including the California Lumber Products Assessment, or Prepaid Mobile Telephony Services (MTS) Surcharge, send your request to:

Audit and Information Section, MIC:44
California Department of Tax and Fee Administration
PO Box 942879
Sacramento, CA 94279-0044

For written advice on all other special tax and fee programs, send your request to:

Program Administration Branch, MIC:31
California Department of Tax and Fee Administration
PO Box 942879
Sacramento, CA 94279-0031

TAXPAYERS' RIGHTS ADVOCATE

If you would like to know more about your rights as a taxpayer or if you have not been able to resolve a problem through normal channels (for example, by speaking to a supervisor), please see publication 70, *Understanding Your Rights as a California Taxpayer,* or contact the Taxpayers' Rights Advocate Office for help at 1-916-324-2798 (or toll-free, 1-888-324-2798). Their fax number is 1-916-323-3319.

If you prefer, you can write to: Taxpayers' Rights Advocate, MIC:70; California Department of Tax and Fee Administration; P.O. Box 942879; Sacramento, CA 94279-0070.

Regulations, forms, and publications

Lists vary by publication

Selected regulations, forms, and publications that may interest you are listed below. Spanish versions of our publications are also available online.

Regulations

1506 *Miscellaneous Service Enterprises*
1533 *Liquefied Petroleum Gas*
1533.1 *Farm Equipment and Machinery*
1587 *Animal Life and Feed*
1641 *Credit Sales and Repossessions*
1642 *Bad Debts*
1654 *Barter, Exchange, "Trade-ins" and Foreign Currency Transactions*
1655 *Returns, Defects and Replacements*
1667 *Exemption Certificates*
1668 *Resale Certificates*
1669 *Demonstration, Display and Use of Property Held For Resale-General*
1698 *Records*
1700 *Reimbursement for Sales Tax*
1821 *Forward—District Taxes*

Publications

44 *District Taxes (Sales and Use Taxes)*
51 *Resource Guide to Free Tax Products and Services for Small Businesses*
58A *How to Inspect and Correct Your Records*
61 *Sales and Use Taxes: Exemptions and Exclusions*
70 *Understanding Your Rights as a California Taxpayer*
73 *Your California Seller's Permit*
74 *Closing Out Your Account*
75 *Interest, Penalties, and Fees*
76 *Audits*
103 *Sales for Resale*
113 *Coupons, Discounts and Rebates*
126 *Mandatory Use Tax Registration for Service Enterprises*

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