



Receiving a parcel from outside the United Kingdom - Paying Import Customs Charges

I have been contacted by you to pay duties and taxes on my parcel, what is this?

If you are receiving a parcel from outside the United Kingdom DPD has to declare it through HM Customs and Revenue (HMRC). Such goods purchased from overseas may be liable for import Customs charges. In this case, in order to receive your parcel, you must first pay these import charges that apply.

Why do I have to pay?

You have to pay UK Duty & VAT on imports with a basket value of more than £135. Please note that VAT is charged on the total value which includes the price you paid for the goods, carriage costs, and insurance as well as any duty you may owe.

How are these charges calculated?

These import charges are normally calculated based on the type of product and the value that has been declared from the Customs information supplied by the sender of the goods.

HM Revenue and Customs have provided a useful guide on understanding more about Duties and Taxes on goods sent from abroad, which you can access [here](#).

Administration Fee

A standard administration fee of £5 plus VAT will be charged in addition to any Duties and Taxes.

How do I pay?

DPD will request payment of these charges by email or text and they will detail the import duties and taxes as well as a Clearance fee. This fee covers the cost of customs processing and administration cost associated with collecting the import charges.

We accept the following electronic payment methods:

Visa, MasterCard, Maestro, Discover, Apple Visa, Apple MasterCard, Google Visa, Google MasterCard and PayPal will also be available via the web link

We do not accept BACS, American Express or Cheques.

As a regular importer, can I pay these charges with my Duty Deferment Account?

For regular importers and after the first import and payment, DPD will provide the details on how to set-up using your Deferment Account. For information about setting up using your deferment account with DPD please contact us by email:

defermentaccount.management@dpdgroup.co.uk

Once I have paid, how long will it take to receive my parcel from DPD?

Once you have successfully paid the import charges, DPD will send you a Predict notification advising you of when your parcel will be delivered. On the actual day of delivery, we will also advise you of your one-hour timeslot. This will allow you to have the option to change the delivery date or provide alternative delivery instructions.

What happens if I believe I have already paid these charges when I purchased the goods?

If you feel you have already paid these charges, please contact the seller of the goods for further information. DPD will have carried out the import of the parcel based on the instructions of the sender. In the meantime, these charges must be paid in accordance with HMRC's import regulations before they can be released for delivery. Failure to pay may result in the parcel being returned to sender.

I don't require the parcel any more, what are my options and whom can I speak to if I have a query with my parcel?

Instructions regarding your options and contact information will be provided within the duty payment notification.

Useful links

<https://www.gov.uk/goods-sent-from-abroad>

<https://www.gov.uk/guidance/criteria-for-operating-a-duty-deferment-account-cip18>