



Information on the customs declaration and customs obstacles

You have been informed by customs notification that your mail item from a third country cannot be forwarded to you due to important information still missing.

There are two options for the further handling of your consignment:

- If you wish to **accept the shipment**, please send us the necessary documents by the specified date so that we can complete the customs formalities for you.
- If you **do not wish to accept the shipment**, please also let us know.

You will find these options at the end of the letter (recipient's message):

- I submit the attached documents for the customs declaration.
For corporate clients EORI number:
- I do not accept the shipment.

For both options, you can use one of each of the following:

1. Communication online

- Follow the instructions on **post.at/track/Sendungsnummer** (Attention: enter your tracking number here!)

2. Communication by e-mail

- Send an e-mail with the subject stated in the letter and the missing documents, preferably in PDF format (only for consignment acceptance), as an attachment to the specified e-mail address.

3. Communication by letter

Tick the appropriate option on the enclosed reply letter and send it with the missing documents to the address given.

In case of non-acceptance, send only the reply letter to the address indicated.

If you decide **not to accept the shipment** or if there is no timely or sufficient response, the shipment will either be returned to the sender, destroyed or handed over to customs. We **do not require any documents** for this and there are **no costs** for you.

Personal collection of the shipment is not possible.

Note on charges and fees:

The following charges and fees may apply to you upon **acceptance of the shipment** and will be collected upon delivery:

- Import turnover tax (EUST)
- Customs duty payable in addition to EUST for merchandise worth more than EUR 150
- Import tariff for third country consignments - depending on the merchandise value of the shipment



- Handling and storage fee - depending on the customs obstacle (see customs obstacle "Implausible merchandise value")

Details of the individual customs obstacles:

Please note that for corporate clients the EORI number is always required.

1 - No proof of value

For the customs declaration, either an invoice or an order confirmation incl. bank transfer receipt (e.g. PayPal statement, credit card statement) is necessary. In case of multiple items, we need the price per item. Please note that documents in Chinese, Cyrillic (...) characters and proforma invoices cannot be accepted.

Gift shipment:

Even if your shipment is a gift, we need information about the value of the merchandise and the contents.

2 - Implausible merchandise value

The value stated by the sender is not comprehensible and must be checked. For the customs declaration, either an invoice or an order confirmation including a transfer document (e.g. PayPal statement, credit card statement) is necessary. In case of multiple items we need the price per item. Please note that documents in Chinese, Cyrillic (...) characters and proforma invoices cannot be accepted.

Gift items:

Even if your shipment is a gift, we require information on the value of the goods and the contents of the goods.

If the value is confirmed by the documents provided, the handling and storage fee is waived.

3 - No import permit Foreign Trade and Payments Act

An import permit pursuant to the Foreign Trade and Payments Act 2011, as amended, is required for the customs declaration.

4 - No return certificate

For the customs declaration of returned goods, either a copy of the Air Waybill (AWB) for goods under EUR 1,000 or an e-customs exit confirmation for goods over EUR 1,000 is required.

5 - No of import licence - weapons

A weapons pass, a weapons possession card, a permit to possess firearms pursuant to the Weapons Act 1996, as amended, or a trade licence for the weapons trade pursuant to the Trade, Commerce and Industry Regulation Act 1994, as amended, is required for the customs declaration.



6 - No import certificate for medicinal products

For the customs declaration of medicinal products, a corresponding import certificate pursuant to the Austrian Medicinal Products Import Act 2010, as amended, is required. The import certificate pursuant to the Austrian Medicinal Products Import Act 2010, as amended, is required unless an exemption applies pursuant to the Austrian Medicinal Products Import Act 2010.

Further information can be found at <https://www.basg.gv.at/fuer-unternehmen/arznei-waren-ein-und-ausfuhr/faq-arzneiwareneinfuhr>.

7 - No confirmation regarding import privileges

For the customs declaration, a confirmation concerning import privileges by the Federal Ministry for Foreign Affairs (Import Privileges Declaration) is required in the original by letter.

8 - No import permit – protection of species

An import permit from the competent federal ministry is required for the customs declaration of merchandise that are subject to the Species Trade Act 2009, as amended.

If no import permit is presented in due time, the consignment will be handed over to the customs authority.

9 - No trade licence for tobacco products

For the customs declaration of tobacco products within the meaning of the Tobacco Monopoly Act 1996, as amended, as well as tobacco products and related products within the meaning of the Tobacco and Non-Smokers Protection Act (TNRSG), as amended, such as e-cigarettes and their liquids, a trade licence pursuant to the Trade, Commerce and Industry Regulation Act 1994, as amended, for the trade and commercial agent is required.

A tobacco product and related product within the meaning of the TNRSG, as amended from time to time, is any product intended to be smoked, sniffed, sucked or chewed, provided it consists wholly or partly of tobacco, as well as any novel tobacco product, herbal smoking product, electronic cigarette and their liquids.

The import of these tobacco products is only permitted to recipients with the aforementioned trade licence.

10 - Obstacle reason according to notification

The documents specified in the letter are necessary for the customs declaration.

11 - Reporting obligation for imports of goods according to Art. 35 of Regulation (EU) 2023/956 (CBAM)

Your consignment may contain goods listed in Annex I of Regulation (EU) 2023/956 establishing a CO₂ border adjustment scheme ("CBAM Regulation").

If these goods are included, you, as the importer of the goods, have a reporting obligation under Article 35 of the CBAM Regulation: this means that you are obliged to send a report to the European Commission for the CBAM goods imported in a quarter calendar year no later than one month after the end of the quarter.



You can find more information at www.bmf.gv.at (currently under Topics => Climate Policy => Carbon Markets - Emissions Trading => Carbon Border Adjustment Mechanism (CBAM)). These reporting obligations are not assumed by Österreichische Post AG.

Österreichische Post AG can only declare your shipment to Austrian customs and deliver it to you if you authorise Österreichische Post AG as your direct representative.

- If you wish to do so, please sign the attached power of attorney and return it to Österreichische Post AG. The power of attorney relates exclusively to the customs declaration; it does not change the above-mentioned reporting obligations that apply to you. The power of attorney can be revoked at any time by registered letter.
- If you do not sign the attached power of attorney or sign it incompletely, Österreichische Post AG will return the goods to the sender. Your reporting obligation will then no longer apply.