



What is customs?

Customs are an authority that controls what comes into and goes out of a country. Customs officers are responsible for:

- Ensuring no illegal or prohibited items get into the country
- Ensuring the government receives tax and duty for goods that are liable for charges

Will my package be subject to customs charges?

Most packages shipped internationally are subject to customs charges. The customs teams in the destination country will set these charges based on the value of the goods being shipped. Nearly every country's customs rules differ in some way or another. Saebo, Inc. aims to make clearance simple by including all relevant information in your package.

Can I pay the customs duty when placing my order?

All items ordered and shipped from Saebo, Inc. do not include duty. Any customs fees will need to be paid by the recipient. The parcel carrier (typically UPS) will contact the recipient to discuss what is needed for your package to clear customs. It is vital to provide correct local contact information (email and phone number) so the recipient can be reached.

There are a number of factors that can affect the amount of customs duty owed on your package:

- Country of export
- Country of import
- Product classification
- Product material origin
- Manufacturing country
- Value of shipment

There is no way to avoid customs duties. Customs officers check all items entering the country and charges are applied where necessary.

By providing a full breakdown of all the items in your package - including accurate values for each item, and by providing correct contact details for the recipient, your package should clear customs with no issues. Incorrect or misleading customs information can result in additional costs, delays, and returned packages.



How long does it take for a package to clear customs?

Typically, it can take minutes or hours for a package to clear customs. However, if there is a problem, it can take days or even weeks. Generally, customs will contact the parcel carrier (typically UPS) directly with any issues, and the carrier will contact the recipient. This is why it is so important to give accurate and up to date contact details for the receiver when you place your order.

Typical issues which can affect how long an item takes to clear customs include:

- Missing or incorrect paperwork
- Prohibited items
- Outstanding Customs fees
- Problems contacting the recipient

My package is being held in customs - what do I do?

Tracking provides visibility of where your package is in the delivery process, this includes notifications on customs clearance. You may get a notification such as “Customs Clearance” or “Held by Customs”. If the package is held in customs, the parcel carrier (typically UPS) will contact the recipient to resolve the issue or collect any fees due.

If you see your package is being held in customs, you should contact the recipient to ensure customs or the parcel carrier has been in touch. If they have not, please contact your representative at Saebo, and we will contact the parcel carrier on your behalf.

Keep in mind, sometimes backlogs in customs could mean your package is delayed. This delay is out of the control of Saebo, Inc. and the parcel carrier. Also, Saebo, Inc. has no direct contact with customs, we liaise with the parcel carrier who then makes contact with customs in order to resolve any issues.

How long can a package be held in customs?

If your package is being held in customs due to an issue, it will depend on what the issue is, as to how long it is held. If there is duty to be paid, the package will be held until the balance is cleared. All goods shipped from Saebo, Inc. require any duty to be paid by the recipient when the package arrives at its destination country. If customs cannot reach the recipient for any reason, the package will be held. Further fees may be incurred in storage or the package may be abandoned and discarded.

It is important to make contact right away when dealing with customs.