



You need to complete this form for parcels/packets received through Parcelforce/Royal Mail only, where you believe that Customs Duty or import VAT has been incorrectly calculated on your imported item.

Details of UK Importer/Consignee (the person the goods were sent to in the UK)

Name of Importer

Address

Postcode

Email:

Phone number

VAT Registration Number (if applicable)

Charge reference number (this will usually begin with 'EC' or 'ZA' and end 'GB')

Please pay the Customs charges and complete this form after payment or your parcel will be returned to sender. Please provide details of any additional Charge reference numbers you are enquiring about on a separate sheet.

Details of Customs Duty or import VAT incorrectly charged

Please explain why you think the charges are incorrect providing as much detail as possible:

In addition, you must include:

- Customs black & white charge label (stuck to the outside of your parcel and shows the breakdown of the charges)
- Customs declaration form (also stuck to the outside of your parcel and filled in by the sender)
- invoice/receipt or other evidence of value (such as Ebay page or Paypal receipt) of the goods
- for returned goods - evidence of refund on goods returned, certificate of posting, cost of repair etc.
- for overseas students - confirmation from University/College of course details and permanent address outside the European Community
- for antiques - verifiable evidence of age.

If the parcel contains one or more personal/private gift(s) from someone abroad please provide written confirmation from the sender, including details of the gift(s), its/their value and the intended recipient(s).

You may also need to provide other forms as required or requested for example form ToR01: Application for Transfer of Residence. This includes goods for students whilst they are studying, means of transport and animals. You should complete the relevant section on form ToR01, otherwise the form will be returned to you which may delay any refund due. For further information on charges see Notice 143: a guide for international post users.

Please note that we cannot accept incomplete forms or those that do not include the required supporting evidence.

Declaration

I certify that the information given above is complete and correct. I understand that there may be penalties for false information.

Full name (use capital letters)

Signature

Date DD MM YYYY

Where to send this form

Please send the completed form together with the evidence requested above to:

Border Force
Coventry International Hub
Siskin Parkway West
COVENTRY
CV3 4HX