



Important notice

CUSTOMS – EXPORT OUT OF THE EU



Dear Customers,

Since July 1, 2009, export declarations must be submitted to the customs office electronically. The customs office then decides whether the goods can be cleared for export and, when the clearance has been recorded, electronically sends us an accompanying commercial document which we can then print out; at the same time, the customs office sends the export customs office all the information related to this export in advance!

You must submit this accompanying commercial document to the export customs office along with the goods!

For you, this means:

1. Goods which require approval (cultural assets) or are subject to protection of species (CITES), cannot be processed by customs until all papers have been submitted (takes 2 to 4 weeks, as a rule)
2. We need the following information from you for the export declaration:
 - a. **the exact address**
(invoice cannot be rewritten thereafter)
 - b. **how you will be leaving the EU**
(by air, car, train, ship)
 - c. **where you will be leaving the EU**
(airport, border checkpoint or the like)
3. There can be considerable delays (1 – 2 hours!) before customs clears the goods for export!
4. You must submit the goods and the accompanying commercial document to the export customs office because that is the only way to terminate the electronically stored export. This is not only important for the refund of German VAT, but also to keep you from being served notice for a customs offense!