

Our tips on how to make sure that your postal items from non-EU countries are imported into Germany and delivered without issue.

Do you regularly receive letters or parcels by post from a non-EU country? Have you perhaps had difficulties in the past in receiving a shipment from abroad, due to a lack of information for customs clearance, for example?

Then this fact sheet is here to help you and your senders with future shipments.

Please forward this fact sheet to your senders in a non-EU country and ask them to take note of the following **3 points** about importing goods into Germany:

- **A customs declaration (form CN 22 / CN 23) must be attached to every goods shipment without exception.** It must be:
 - ✓ filled in in **German, English or French**. Other languages will not be understood.
 - ✓ filled in using the Latin alphabet in easy-to-read **block capital letters**. It will not be possible to read other scripts such as Cyrillic or Arabic.
 - ✓ absolutely **correct and complete**, especially the information about the **shipment contents** and its **value**.
- **An invoice must be included with every goods shipment.**
Exception: if the parcel is a gift, no invoice is generally required. There are certain requirements in place for customs to be able to approve a gift shipment, which you can find on Deutsche Zoll's website (zoll.de).
- **Import bans or restrictions apply to certain goods (such as food or plants*).**
Please find out in advance whether the importation of your goods into the EU or Germany is permitted. Additional documents are sometimes also required for importation. You can find detailed information about this on Deutsche Zoll's website (zoll.de).

*a complete list of all potential restrictions is not possible here due to the large number of products.