



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

Details of UK Importer or 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're enquiring about on a separate sheet.

Details of Customs Duty or import VAT incorrectly charged

Please explain why you think the charges are incorrect giving as much detail as possible, including location of goods

In addition, **you must include:**

- Customs black and 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 or receipt or other evidence of value (such as Ebay page or Paypal receipt) of the goods
- for returned goods - evidence of the refund on goods returned, certificate of posting, cost of repair, and so on
- for overseas students - confirmation from the University or College of course details and permanent address outside the UK
- for antiques - verifiable evidence of age

If the parcel contains one or more personal or private gifts from someone abroad please provide written confirmation from the sender, including details of the gifts, their value and the intended recipients.

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 more 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

Bank or building society details

Bank or building society name

Account name (for example, Mr A N Other)

Account number

Sort code

Please send the completed form together with the evidence requested above to:
Border Force, Coventry International Hub, Siskin Parkway West, COVENTRY, CV3 4HX.