

Easy Guide to customs clearance process in Portugal

Packages from non-EU countries

Email/Letter or SMS

from post office (CTT) in Portugal. Package withheld, pending completion of customs clearance procedures: 'Desalfandegamento'

STEP
01



Go to CTT website
www.ctt.pt



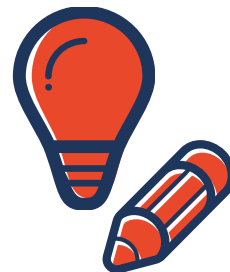
Register online

Click 'registe-se aqui', go to your email and activate your account. Log in and click 'EN' for English, then choose 'Start'. Click 'Add New Object', and on 'Tracking Number' insert 'Nº do objeto' which is in your email/letter/SMS

STEP
02

Click on 'Idioma' to change the language to English. Choose 'Customs clearance' from the menu/tools (site reverts back to Portuguese)

STEP
03



Origin/value of goods

Complete the missing information. If necessary, correct "Nature of Shipment": "comercial" if it is a purchase; "não comercial"="oferta" if it is a gift sent by relatives or friends. Gifts under €45 are tax-free



Receive your parcel

You can check the status of your parcel on the CTT website and receive alerts by email or SMS. If you have any questions, contact the [CTT information](#) helpline on: (+351) 21 047 16 16

STEP
04

STEP
05



British Embassy
Lisbon