Parcels and postal items from non-EU countries

Parcels and postal items may be delivered directly to the recipient by the parcel deliverer if:
- no duties have been incurred and the consignment does not contain goods that are subject to import prohibitions or restrictions or
- duties have been incurred, but the consignment does not contain goods that are subject to import prohibitions or restrictions or that require specific formalities (e.g. an authorisation/permit) and
- a fully and properly completed customs declaration (CN 22 or CN 23) is included and an invoice is attached, preferably on the outside of the item.

Transport by Deutsche Post AG

In all other cases, Deutsche Post AG will redirect the consignment to your local customs office and notify you accordingly in writing.

You can submit the necessary documentation to the responsible customs office and complete the customs clearance process yourself. Alternatively, for a fee, you can have Deutsche Post AG act on your behalf. To do this, you must send the notification and the necessary documentation to the customs office indicated. If you choose this latter option, it may take longer to receive your consignment.

Transport by courier services

If your parcel or postal item is shipped by a courier service, the courier service takes care of the entire customs clearance process for you. Please see the terms and conditions of the respective courier service to find out what their procedures and services are.

Service

For further information, please contact the central information unit at German customs:
Monday to Friday, 8 am to 5 pm
Carusufer 3 – 5
01099 Dresden,
Germany
Phone: +49 3 51 / 4 48 34 - 5 10
Fax: +49 3 51 / 4 48 34 - 5 90
e-mail: enquiries.english@zoll.de
or click “Contact” on our English-language website
www.zoll.de
> Private individuals
> Postal consignments, internet order
> Shipments to Germany

Impressum

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Import prohibitions and restrictions

Apart from the rules on the collection of import duties, certain prohibitions and restrictions also apply, depending on the type of goods.

These apply not only to imports from non-EU countries but in general to imports from other EU member states as well. In case of doubt, please find out in advance about any prohibitions or restrictions that may be in effect. Otherwise, you may be unable to receive certain goods, even if you have already paid for them. Furthermore, certain cases may lead to fines or even criminal prosecution.

Please note the following examples of goods that are subject to import prohibitions and restrictions:

- **Medicinals products:**
  Private individuals are permitted to import medicines only in very specific cases. Please also be aware that some goods available over the counter in other countries – such as various dietary supplements, natural remedies and vitamins – are classified as medicinal products in Germany.

- **Foodstuffs and animal feed:**
  Strict rules apply to imports of products of animal origin – such as meat, sausage, fish and dairy products – from non-EU countries. If these rules are violated, the goods in question are destroyed.

- **Counterfeiting and piracy:**
  Counterfeit or pirated goods may not be imported if the sender intends to sell them for commercial gain. In such cases, even individual articles are subject to seizure. In addition, the original manufacturer may claim damages.

- **Product safety:**
  In order to protect consumers against unsafe products from abroad (such as certain laser pointers or goods without the required CE marking), only goods produced in compliance with European Union regulations may be imported. The import of non-compliant goods is prohibited.

- **Weapons and ammunition:**
  The import of weapons and ammunition requires a permit from the German administrative authority with jurisdiction under firearms law. Such permits must be issued in advance of the actual import. Please also be aware that some products available over the counter in other countries (such as knuckledusters and butterfly knives) are prohibited in Germany.

- **Cigarettes:**
  Take care when purchasing cigarettes from other European Union member states:
  The online purchase of cigarettes from other EU countries is prohibited unless such cigarettes bear a German tax stamp, which is normally not the case. Improperly imported cigarettes will be confiscated by German customs, and you will be required to pay tobacco duty on them.