

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.

Special rules apply to parcels and postal items containing goods that are subject to import prohibitions and restrictions. In general, such consignments are not handed over to the recipient.

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 Phone: +49 3 51 / 448 34 - 5 10
01099 Dresden, Fax: +49 3 51 / 448 34 - 5 90
Germany 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

Published by:

Central Customs Authority
Am Propsthof 78 a
53121 Bonn
Germany

September 2016

Design, images and production:

Central Customs Authority,
Training and Knowledge Centre of the
federal revenue administration

Registration number:

90 SAB 245

This publication is published as part of the public relations work of the German Customs Authority. It is made available free of charges and is not for sale. It may not be used by political parties or candidates or electoral helpers during an election for the purposes of campaigning. This applies to state, parliamentary and municipal elections. The distribution of this publication at election events and at the information stands of political parties, including the insertion, printing or affixing of party political information are regarded as particularly improper use. Passing the brochures on to third parties for use as election campaign material is not allowed either. Regardless of when or how recipients came into possession of this publication and how many copies of it they may have, it may not be used in a manner that may be considered as showing the partisanship of the Federal Government in favor of individual political groups, even if not within the context of an upcoming election.



Generalzolldirektion



Customs and postal services e-commerce

Parcels and postal items from abroad

Import duties – typical cases

The following import duties may be charged on your goods:

ZOLL Customs duties: All goods are subject to their own specific duty rate

EUS Import VAT: This is equal to the regular VAT rates of 7% or 19%

VSt Excise duties: These are charged on high-duty goods such as alcohol, tobacco products and coffee

1. Consignments with a total value of up to €22:   
2. Consignments with a total value above €22 and up to €150:   
3. Consignments with a total value of over €150:   

The following products are not exempt from customs duties, import VAT or any applicable excise duties: alcohol (including alcoholic beverages), tobacco, perfume and eau de toilette.

Import duties – gift parcels

If the consignment is a private gift*, higher value limits apply.

(*A private gift parcel is a consignment of a non-commercial nature that is occasionally sent by a private person abroad to a private person in Germany and that is intended exclusively for private use or consumption in the recipient's household.)

Please note: No payment may be made to the sender of a gift parcel.

1. Consignments with a total value of up to €45:  

High-duty goods are duty-free only up to a certain quantity, for example: 50 cigarettes, one litre of alcohol, 50 grams of perfume, 500 grams of coffee.

2. Consignments with a total value above €45 and up to €700:   

A flat-rate duty of 17.5% (or only 15% for certain countries) is charged on goods in this value range. Special duty rates apply to high-duty goods such as alcohol, tobacco and coffee.

3. Consignments with a total value of over €700:    in certain cases

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:

Medicinal 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.