

Shipping Services for EU Customers

1 EU Breakbulk

Our new EU Breakbulk solution has been designed to keep us trading smoothly with our EU customers post transition.

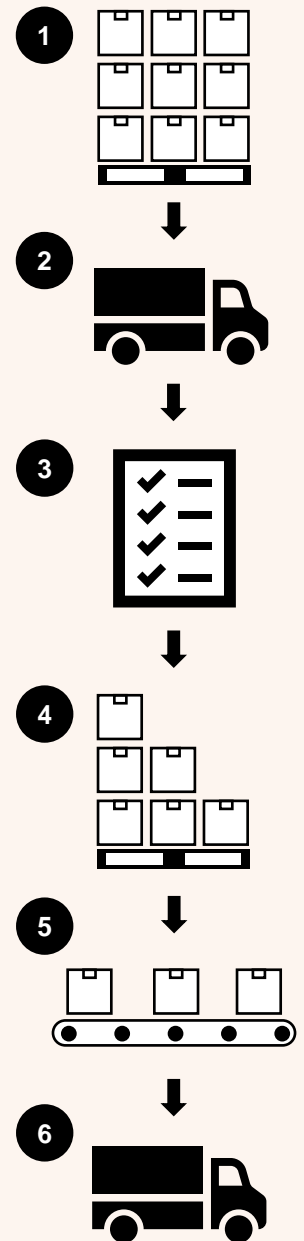
This option provides the simplest solution if you have not imported from outside of the European Union before.

We will import the goods into the EU and be the importer of record paying any duties, taxes and clearance costs, the goods will then be re-distributed to you with no additional administration necessary.

- ✓ No additional administration
- ✓ Customs clearance handled by us (EORI not required)
- ✓ No additional import costs
- ✗ Longer lead-time
- ✗ Road only service
- ✗ Full dangerous goods and licensable shipment not possible
- ✗ Cannot ship pallets

How it works

1. Your order is packed and then consolidated with other customer orders destined for the EU.
2. The packages are transported by road from the UK into the Netherlands
3. Crowcon handles all import formalities, paying all fees, duty and tax.
4. The individual orders are deconsolidated at a TNT hub.
5. The packages are put back into the courier network to be routed to the destined EU country.
6. The order is delivered to you.



Due to the complexity of this service, tracking numbers will be inactive until the goods have been broken down in the Netherlands.

2 Direct Shipment - Road

Our direct road services are economical and faster than our Breakbulk solution.

This option combines value for money and short transit times.

We will prepare the goods and ship them with a commercial invoice. You will receive a customs clearance request after shipment. You will be the importer of record paying any duties and taxes. A standard clearance fee is included in the cost.

- ✓ No additional transit days
- ✓ Licence shipments possible
- ✓ Some time define services if required
- ✗ Additional administration
- ✗ Full dangerous goods not possible

3 Direct Shipment - Air

Our direct air service is the fastest and most flexible solution we offer.

This option is perfect for time critical shipments and dangerous goods.

We will prepare the goods and ship them with a commercial invoice. You will receive a customs clearance request after shipment. You will be the importer of record paying any duties and taxes. A standard clearance fee is included in the cost.

- ✓ Fastest transit times
- ✓ Full dangerous goods and licensable shipments possible
- ✓ Time define services if required
- ✗ Additional administration
- ✗ More costly than road



When selecting option 2 or 3, you must be able to import the goods. Please see Customs Clearance section below.



Transit Times

The below transit times are subject to customs clearance and normal operating conditions. An additional 2-3 days is required for dangerous goods.

	1 Breakbulk	2 Direct Road	3 Direct Air	DG Accepted
Austria	5	3	1	•
Belgium	4	2	1	•
Bulgaria	7	5	1	•
Croatia	7	5	2	•
Cyprus	7	5	2	
Czech Rep	5	3	1	•
Denmark	4	2	1	•
Estonia	6	4	1	
Finland	5	3	1	•
France	4	2	1	•
Germany	4	2	1	•
Greece	6	4	1	
Hungary	5	3	1	•
Ireland	6	2	1	•
Italy	5	3	1	•
Latvia	6	4	1	
Lithuania	6	4	1	•
Luxembourg	4	2	1	•
Malta	6	4	1	
Netherlands	4	2	1	•
Poland	5	3	1	•
Portugal	5	3	1	•
Romania	6	4	1	
Slovakia	5	3	1	•
Slovenia	6	4	1	•
Spain	4	2	1	•
Sweden	5	3	1	•



High volume of shipments, COVID 19 closures and increase in border controls may cause delivery delays.



Service Improvement

We can now offer road services to every country in the European Union. Please see EU price policy for fixed pricing.



Dangerous goods are subject to country and airline restrictions.

Transit times and service availability may vary depending upon exact destination and nature of goods carried.

Contact Crowcon to check dangerous goods service availability to your ship-to address.



Customs Clearance

If you select option 2 or 3, you will need to clear your order through customs.

You will need a valid EORI number and a customs agent, in most instances this will be handled by the fast parcel operators that we use (FedEx/TNT, DHL & UPS). You may need to issue them with clearance instructions and pay any duties and taxes.



Duties

Customs Duty is a tax charged on all products shipped from outside the EU. However, Trade agreements and treaties can reduce or remove the dutiable amount all together. As the UK and EU have signed an agreement we will use an export declaration when the goods qualify, this will typically mean that the goods have been manufactured in the UK/EU. The declaration will appear on the export invoice.

Example below.

The exporter of the products covered by this document (Customs Authorisation No. GB194270159000) declares that, except where otherwise clearly indicated with asterisk (*), these products are of UK/EU preferential origin.

Some items that we sell will not be UK/EU origin and therefore the agreement cannot be used and you may be required to pay duties on the non-originating goods only. We will identify this using an asterisk next to the item number on the export invoice.



Tax

Local value added tax is charged on all products shipped from outside the EU. The rate is set by the government of the receiving country. Different countries have different systems so you will need to check how your local tax system works. This tax is often paid and then reclaimed.



We are migrating all of our services to FedEx/TNT.

We recommend that you open a FedEx/TNT account to allow seamless imports and to ensure your goods are never unnecessarily delayed.

You will be able to setup a clearance profile which will enable FedEx/TNT to clear the goods without the need to contact you each time a shipment arrives.



Returns

If you need to return goods to us, you can do this by following our simple returns process.

(You will need to have a valid EORI number to export)

1. Contact Crowcon for a returns number.
2. Complete a commercial invoice which contains the following information
 - Shipper and Consignee
 - Our returns number
 - Description of goods
 - Commodity codes (HS codes)
 - Incoterms
 - Accurate value of goods
 - Country of origin
 - Declaration

Please see sample commercial invoice below – most fast parcel carriers will allow you to create the invoice online using their shipping tools.

3. Produce shipping label with your preferred courier – please ensure that your returns number is used as a reference.



You must obtain authorisation from Crowcon to return goods. The return authorisation number will be issued by the customer relationship team or our service department.



Using the same details from our commercial invoice will ensure that the descriptions, commodity codes, country of origin and values are accurate.



Sample Commercial Invoice

Commercial Invoice

Sender Details	Receiver Details
[Company] [Address Line 1] [Address Line 2] [City] [Postcode] [Country]	Crowcon Detection Instruments Ltd 172 Brook Drive Milton Park Abingdon Oxfordshire OX14 4SD
[Sender VAT no]	GB194270159000
[Sender Name] [Telephone] [Email]	Returns Department 01235 557700 shipping@crowcon.com

Invoice Number:	[123456]
Crowcon Returns Reference Number:	[SRO or SERQ]
Shipment Tracking Number:	[9000090000]
Currency:	[EUR]
Incoterm:	CPT

Description of goods	Quantity	Unit weight (kg)	Unit Value	Commodity Code	Country of Origin	Total Weight (kg)	Total Value
Personal Gas Monitor	2	0.5	450.00	90268020	UK	1	900.00
Total Value:							900.00

Number of packages:	[1]
Dimensions:	[30x30x30CM]
Total Gross Weight:	[1KG]

Declaration:
The exporter of the products covered by this document (REX No. _____) declares that, except where otherwise clearly indicated with asterisk (*), these products are of UK/EU preferential origin.

Name and Signature	Company and Job Title	Date

Additional Information:



When exporting from the EU to the UK a statement on origin can be made out by any exporter where the value of the consignment is 6,000 euros (currently £5,700) or less. Above this amount the EU exporter must have a Registered Exporter (REX) number and include it in the statement.