Terms

Import Department

Iceland Post's Import department handles customs clearance of mail arriving from abroad. Customs inspection is performed by Directorate of Customs personnel who only open mail during opening hours Monday – Fridays, 8:00 – 15:30.

Service Fee

Iceland Post collects a customs clearance fee for customs handling, from its customers, for each peace of mail arriving into the country, whereby it is determined whether the mail is dutiable, duty free, tax free (VAT), or a gift. This fee is only applicable for mail that carries official duties. The Post's customs handling includes f.ex. registering the mail, storing for 7 days and more. The Post collects the handling fees based on international postal agreements as this cost is not included in the mail's postage because customs requirements vary significantly between countries.

Shipping Fee for Imported Goods
Iceland Post collects a shipping fee for shipping and handling for each shipment from abroad that carries official duties. The shipping fee depends on the origin of the shipment, there is one price for shipments from Europe and another for shipments from countries outside of Europe.

Simple Customs Declaration (E-3)

If a shipment meets the following conditions a simple customs declaration is sufficient:

1. Total value less than ISK 40,000
Total value comprises the shipment's value, its shipping cost, and any other cost the sender has paid for the shipment
2. Non-commercial, the service is reserved for individuals only.
3. Includes an invoice, or other confirmation of value, from sender.
4. Total of 3 customs categories maximum per shipment.
5. Customs Clearance fee due for each shipment.
6. If content of shipment is subject to import licenses, Iceland Post is not permitted to produce a simple customs declaration (E3)

Nearly all customs categories can be declared on an E-3 form other than those subject to import restrictions or ban.
Customs categories and/or shipments costing more than the aforementioned total cost must be declared on form E-1. See chapter 3.1.14.3.

Price: see www.postur.is

Proper information about a shipment's value accompanying it will speed up customs handling and declaration. If such information is missing the shipment will be detained while the recipient provides this information.

Notifications regarding custom clearance are send through mail but it is possible to get such notices with email. See www.postur.is.

If the recipient is unable to provide sufficient proof of the shipments value, the recipient may authorize the shipment be opened in search of an invoice. Should there be no invoice on a shipment's exterior, and none found inside, the recipient may request information about the shipment that is not included in the shipment's registration, such as its packaging description, for a fee.

The authorization/information shall be provided at www.postur.is/tollmidlun.
A shipment is processed as soon as possible and delivered through the Post's delivery network without additional postage upon completion of processing.

Customs Declaration, Form E-1

Customs Declaration (E-1) must be completed for shipments with total value exceeding ISK 40,000 (private individuals) and for all commercial import goods.
Iceland Post can complete the declaration if so authorized by the shipment's recipient. The pertinent forms are available in all post offices, at the Post's Import department, and on www.postur.is In order for an officer in the Import department to complete the declaration the following is necessary:

- Authorization to complete declaration.
- Invoice.
- Other despatch notes / shipping notes

Price: see www.postur.is

If the Post's Customs Credit is used an extra customs credit fee is added.

Export Declaration (E-2.1)

Export Declaration (E-2.1) must be filled out for all goods exported from Iceland. Shipments exported with the Post shall be sent as registered parcels abroad.

Who Must Fill out an Export Report?

Everyone exporting goods commercially (according to paragraph 140 of the Customs Act (88/2005), that is, those selling goods abroad.

- Everyone returning merchandize purchased abroad (businesses and individuals).
- Everyone sending goods for repairs and modifications (businesses and individuals).

What Must Accompany International Shipments

The Directorate of Customs can authorize individuals and corporations, operating a mail order business, to return one customs declaration for two month periods, for all goods exported, i.e. January and February, March and April, May and June, July and August, September and October, and November and December under the following conditions:

- Each shipment's value no higher than 30,000.
- The operation is mail order sales to individuals.

Product Sent for Repairs

This must be clear on an invoice.
- Its serial number must be stated.
- Its value and customs category must be stated.
- Request for customs inspection (form E-14 at Directorate of Customs)

Product Returned

- This must be clear on an invoice
- Its value and customs category must be stated.
- Import documentation must be available if a reimbursement of customs fees is requested.
- Request for customs inspection (form E-14 at Directorate of Customs)

Further information about export documents and what information is required for exported goods is available at the Directorate of Customs at www.tollur.is

The Post can prepare export documents for senders for a fee. All necessary information and documents must accompany a shipment when it is posted.
Price: see www.postur.is

Storage Fee

Seven days after a shipment arrives, a storage fee is added for shipments that are not collected. See price in the Post's pricelist.

Priority Clearance

Customers can request priority processing of dutiable shipments for a fee. This is done by selecting „flýtiþjónusta" on posturinn.is/en when customs documents are sent in.

Three Priority Options Available:

To Your Post Office
Available countrywide. Documents must arrive no later than 12:00 o'clock. Same day delivery in the metropolitan area, or shipments can be collected between 16:00 – 17:00 o'clock. In rural areas shipments can be collected the next day.

Home Delivery Tonight
Documents must arrive no later than 13:00 o'clock. Delivery between 17:00 – 22:00 o'clock in the Metropolitan area.