



## Arta's How to Guide for Successful Customs Clearance

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### How do we file customs information for your shipments?

Arta processes all shipments as commercial transactions and lists the content as merchandise. Arta passes any provided EEI information via API during the label purchase process to the parcel carrier. This allows for customs information to be sent to the carrier ahead of the package's arrival at the destination location and starts the customs clearance process early. If you have not opted into the ECD feature, we will pull the necessary information from your provided commercial invoice.

Need help creating a commercial invoice? Please read our guide [here](#). Interested in our ECD feature? See [here](#). If you have an Exporter profile set up, then this information is pulled from the data saved on your account.

If your shipment is not a commercial transaction, please advise in shipment notes before the item is shipped so that it can be processed appropriately.

To clear customs, contact with the recipient or the origin location may be necessary. Responsive contact info for both origin and destination is the best way to ensure a smooth clearance and delivery process.

Every country has its specific requirements/regulations when importing and exporting. We utilize DHL, FedEx, and UPS broker services to clear shipments. All shipments are processed as DDU (delivered duties unpaid) meaning the recipient is responsible for payment on these. An option for DDP is coming soon.

### Here's a breakdown of the steps of a standard customs clearance process:

1. Shipping documents are sent electronically using the provided information and tied to the package label/tracking number.
2. The package is picked up and scanned by the parcel carrier.
3. The package arrives at the origin hub and the paperwork is verified.
4. The package departs to a sorting hub and is processed.
5. The package is forwarded to an export gateway for paperwork verification, manifesting, and data entry. Flight departs.



6. The shipment arrives at the import gateway. Customs determines the duties and taxes & VAT rate that the shipment will be imported under. The duties amount is determined by the customs authority of each country and is calculated based on the HTS code, country of origin, and value of the items. Contact is made via phone or email to have the balance paid. These fees are to be paid by the recipient before shipment release.
7. The Customs clearance process is completed. The shipment is forwarded to the destination hub or delivery station.
8. Package delivered by courier to final destination.

### **How are fees determined?**

Customs agencies use the commodity, quantity, value, country of manufacture, and other factors to determine duties and tax charges for international shipments. VAT rates are set by the destination country.

The most common factors are listed below.

1. HTS Code – the more specific the better!
2. Country of Origin
3. Valuation – market value, what the client paid for the item.

These details are all sent to customs based on your commercial invoice or the information provided via ECD.

### **How do I qualify for lower Duties & Taxes?**

Certain countries have allowances on certain goods (original artwork/antiques) for lower D&T rates. If you are expecting a lower rate for your shipment, please note this on the shipment prior to booking. Many countries require specific HTS codes and additional documentation like art declarations, certificates of authenticity, and certificates of origin to grant the lower rates. Please note that a lower rate is not a guarantee as it is up to the discretion of customs and current customs regulations. You can also dispute customs charges after payment and request an adjustment.

### **The most common mistakes that cause delays in the customs clearance process**



Any of the following can cause delays or holds in the customs clearance process that will take additional time and documentation to resolve.

- Incomplete names
- Incomplete address
- Incorrect or incomplete HTS code
- The description of items is not detailed enough
- Mismatching information on item value
- Incorrect contact information or no responses to calls or emails.

Each Country's customs authority has different requirements or regulations. At any time, during the customs clearance process, customs authorities can hold inspections of the shipment. Arta has no control if something is pulled by customs for further review or examination by another regulatory authority before your shipment can proceed to a delivery facility.

**Certain countries require additional documentation for customs clearance. This list is not comprehensive.**

List of countries:

AUSTRALIA - For artwork with wooden components, follow "Coal & Firewood" rules. Antiques are duty free, however must have a Certificate of Antiquity issued by a registered Antique dealer accompanying the shipment.

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CANARY ISLANDS - Only applicable to items with more than 100 years of antiquity. Items with Certificate of the Antiquity (issued by the seller) can benefit from a reduced VAT rate. Antiques, which legal origin cannot be properly certified (eg. pillaged iraqi cultural heritage), prohibited.

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FRANCE - Antiques must be accompanied by an antique certificate and a mention in the invoice. Works of art must have a mention as if original or replicate. Originals must be signed and/or numbered and must not exceed +6 copies.

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NIGER - Certificate of Origin required. Must be conformed to the established norms of French Regulations.

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SPAIN - Only applicable to items with more than 100 years of antiquity. Items with Certificate

of the Antiquity (issued by the seller) can benefit from a reduced VAT rate. Antiques, which legal origin cannot be properly certified (eg. pillaged iraqi cultural heritage), prohibited.

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SWITZERLAND - Restricted cultural property if it has an origin of:

- Turkey
- Mexico
- Peru
- China
- Cyprus
- Egypt
- Columbia
- Greece
- Italy