



FREQUENTLY ASKED QUESTIONS

Q: What are customs declarations and why is it so important that businesses get them right?

A: Customs declarations are legally-required forms which are used to accompany goods that are entering or leaving a market. They're used internationally to communicate the origin of the product and its relevant tariff, to allow customs and regulatory authorities to calculate what duty is payable and understand applicable restrictions.

They are crucial because they enable authorities to know where goods are coming from or going to, in order to control the flow of goods, ensure the safety and security of the country and collect the correct duty.

Q: What is ChamberCustoms?

A: It's a customs brokerage service, run by your local Chamber of Commerce. At the end of the transition period from 1 January 2021, the amount of paperwork required to import and export goods from overseas will increase in both volume and complexity. The dedicated team of experts at your local Chambers of Commerce can be trusted to have the expertise and knowledge to help traders keep on trading.

Q: Why is ChamberCustoms unique?

A: Put simply, we're unique because we have direct relationships with every port in the UK. This means we don't need to rely on any third parties to clear goods for import and export. Most other customs brokers have to rely on third parties to offer a fully national service, exposing you to a loss of control and potentially affecting the accuracy, speed and cost of their service. It can also expose traders to penalties from the tax authorities.

Q: How much does it cost?

A: Unlike other customs brokers our pricing structure is completely transparent. All traders pay the same. We charge a small fee to process your declaration directly through HMRC plus a fixed 10% handling charge for the port fees we will pay on your behalf. We would be delighted to provide a quote for our services.

Q: Do I have to be a member of my Chamber of Commerce to use the service?

A: No, the service is open to all businesses who import or export goods

Q: I'm interested in learning more – what do I do next?

A: Contact us and one of our team will be in touch.