

EU Customer Notice - Taxes and other charges

- Import charges, customs duties and Value Added Tax (VAT) may apply when you buy through our UK website (depending on the value of the items and where the product is manufactured)
- Whether or not you must pay additional charges depends on the value and origin of the products you are buying.
- You will have to pay VAT at the same rate that applies in your country
- You don't have to pay customs duty on products that are made in the UK or the EU
- You may have to pay customs duty if the products are manufactured outside the UK or EU. The rate of duty depends on the category of product being purchased. The value is based on intrinsic value; this means the cost of the items alone, excluding transport, insurance and handling charges

How you will pay VAT and customs charges?

- Your order may be subject to VAT and other charges on arrival into your country from the UK.
- Our Parcel Delivery Service provider (DHL in most instances) delivering the order, will complete the relevant customs declarations, including where the product is manufactured. You will get a bill from your local customs authorities when the goods enter your country.
- For those customers who are not registered for VAT in their own country this bill will have to be paid before delivery can be made.
- For those customers that are registered for VAT in their own country that have a Duty Deferment Account, your customs authorities will be able to charge the duty and VAT charges to that account.