



UAE

ALL THE RIGHT MOVES

# Importing Goods to the UAE



## Importing Personal Effects

Shipments of household goods and personal effects are allowed duty free entry, provided they have been owned and used prior to importation. For any new items purchased prior to shipment, we require an original purchase or sales invoice, and these items will be subject to both duty (5%) and tax / VAT (5%) of the invoice value, which is payable on arrival in the UAE. All necessary documentation must be completed and submitted when requested, and before your shipment is dispatched.

It's important to note that almost all shipments will go through a physical inspection, therefore items of a similar nature such as books, magazines, CDs, vinyls, films and photographs should be packed together in cartons and clearly marked.

## Documentation

Britannia and our agents will assist you to complete the customs formalities. To assist us with this we will need a copy of your passport and valid UAE residence visa and copy of your Emirates ID, which are required for all import shipments into the UAE.

Our Britannia agent will supply you with any additional import documentation before the arrival of your goods which may be required to facilitate clearance. To avoid additional charges, it is essential that documentation is completed and returned promptly.



## Tracking Consignment

All groupage consignments will be bar coded before they are loaded into the shipping container. This will ensure that no items are left at origin and allow Britannia to check the status of your goods in transit.

## Transit Times

Groupage or shared load consignments usually take 11 to 12 weeks door to door. However, this can vary depending on the peak (summer) and low (winter) season at both origin and destination, volumes being shipped, customs or immigration delays and prevailing weather conditions.

Sole use containers usually take 6 to 8 weeks door to door, and there is a weekly service to all major ports (subject to availability).

*\* Any transit times provided should be considered only as a guide and cannot be guaranteed. Shipping can be subject to delays which are beyond our control.*

## Prohibitions and Restrictions

There are a large number of prohibited and restricted items in the UAE, and punishments for trying to import them can be very severe. In general, it is in your interest not to import the following items (this list is not exhaustive):

- Firearms, weapons, ammunition or firecrackers
- Inflammable goods & substances
- Plants & plant material, especially poppy derivatives
- Foodstuffs, perishables or otherwise
- Alcohol, narcotics and dangerous goods
- Banned drugs and medicines, even with a prescription
- Offensive materials or pornography, including nude artworks
- Radio transmission devices
- Military uniforms or equipment
- Religious books or controversial political literature



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# Welcome to Britannia in the UAE

## Additional Services

Britannia can provide a variety of complimentary services to make your moving experience as efficient and easy as possible, from international foreign exchange to helping you relocate your family's pets. For further information about Britannia's partner companies please scan this QR code.



## Motor Vehicles

Importation of motor vehicles is allowed provided the vehicle meets UAE specifications and is left-hand drive. Vehicles are subject to 5% duties and 5% VAT plus processing charges as per the government regulation. If the original documents are missing then an additional fee of USD 300 is also payable. Only one vehicle is allowed for each consignee per shipment in a year.

## Customs Clearance

The transit times indicated include the requirement for normal customs clearance and delivery. The time taken to clear goods through customs can be affected by government policy, X-raying of goods, physical inspection, volume of traffic and the levy of any import duties or taxes. Charges raised by customs and third party fees will be paid for by our Britannia agent, who will seek reimbursement from yourselves prior to delivery.



## Britannia in the UAE

Britannia has established long standing and successful relationships with a network of dedicated removers in the UAE who will assist you with your destination services. Their full contact details will be sent to you prior to the forwarding of your consignment.

Our agents are part of our extended Britannia family and we meet with them on a regular basis to ensure high standards of service are maintained.

## Storage

Should you require storage prior to delivery this can be arranged. You should expect to pay a one-off storage handling fee plus a monthly storage charge. Please note that these charges are payable locally.

It is vitally important that you ensure that your marine insurance policy is extended for the period of the storage.

## Destination Services

Following customs clearance your consignment will be delivered to your home, on a mutually convenient date - please note this is only for customers who have paid for a 'Door to Door' service. Goods will be delivered into your new home and placed in the relevant rooms as directed by you.

Professionally wrapped and packed goods will be unwrapped, and cartons unpacked onto a flat surface. All used packing materials will be removed from site on the delivery day.

You can request not to have some or all of the professionally packed items unpacked or unwrapped, although there may be insurance implications should you choose this option.



# Your Moving Guide Checklist

## Three Months Before

- Arrange for a pre-move survey with Britannia
- Have a clear idea what you would like to take with you
- Arrange for a quote for the transportation of your family pet.

## Six Weeks Before

- Book move date and agree moving plan
- Make a list of any items to be moved which will need particular care
- Book pet transport carrier and confirm logistics
- Advise of new school addresses so that education records can be passed on quickly
- Doctor – de-register. If undergoing hospital treatment, notify a new doctor as soon as possible

## Four Weeks Before

- Advise schools/nurseries of movement and obtain records
- Cancel memberships including gym, library etc
- Arrange financial affairs: foreign exchange, pension transfers and bank accounts

## Three Weeks Before

- Confirm childcare arrangements for moving day
- Plan the best way to look after pets on moving day and confirm itinerary for transportation
- Clear out unwanted belongings
- Start using up food from the freezer

## Two Weeks Before

- Contact service providers to arrange final accounts and meter readings
- Telecoms/digital/cable TV provider
- Electricity supplier
- Gas/Oil supplier
- Water Rates
- Local Council Taxes
- Credit card/store card or credit card protection companies
- TV Licence
- Notify all hire purchase/lease/standing orders or loans companies

## Notify plans of movement:

- Dentist
- Optician
- Amend insurance cover on buildings, household contents, motor, life etc
- National Insurance
- Child Benefit
- Motor vehicle registration
- Driving Licence (DVLA)
- Pension company
- Redirection of mail via the Post Office (visit your local Post Office for details)
- Send out change of address cards to friends, relatives, clubs, and organisations
- Organise the disconnection and reconnection of domestic appliances: washing machine, cooker, dishwasher

## Two Days Before

- Defrost the fridge and freezer
- Cancel any regular deliveries (milk / newspapers)

## The Day Before

- Check drawers and trunks/chests for any fragile items
- Take down curtains and blinds
- Put together a pile of 'do not remove' essentials: passports, tickets, itineraries, coats, handbags, snacks, cleaning materials
- Pack small valuables separately and leave with essentials pile e.g. jewellery, watches, money, bonds, coins, stamps etc
- Separate your airfreight consignment from your sea freight if applicable

## The Big Day

- Confirm service meter readings and keep a spare copy of readings
- Switch off power and water supplies (if necessary)
- Lock all windows and doors
- Drop keys off with estate agent
- Confirm you have provided all required documentation for your sea freight/airfreight consignment

