

### **Note from MagicalBells.com Founder Christina Frueh:**

We have many, many happy customers who have purchased our products from the UK. You can read their comments on the testimonial pages on our website. A few of our customers asked us questions about the VAT (Value Added Tax) duties that apply to UK residents so we compiled this information to assist anyone living in the UK that might also have questions about this. These are not policies or procedures of Magical Bells. VAT duties are a requirement of the HM Revenue & Customs Department. Questions, comments, concerns and inquiries should be directed the HM Revenue & Customs Department.

### **For further help and advice:**

If you need general advice or copies of HM Revenue & Customs notices, please phone the **Helpline** on **0845 010 9000**. You can call between **8.00 am and 8.00 pm, Monday to Friday**.

If you have **hearing difficulties**, please phone the **Textphone** service on **0845 000 0200**.

If you would like to speak to someone in **Welsh**, please phone **0845 010 0300**, between **8.00 am and 6.00 pm, Monday to Friday**.

All calls are charged at the local rate within the UK. Charges may differ for mobile phones.

### **Do I have to pay import duties and/or import VAT on goods sent to me?**

Most goods arriving in the UK from outside the EU are liable to any or all of the following taxes:

- customs duty
- excise duty
- import VAT

and must be paid whether:

- you purchase the goods or receive them as a gift
- the goods are new or used (including antiques)
- the goods are for your private use or for re-sale.

## **How are import charges calculated?**

Charges are calculated by Customs staff at the postal depots where the packages are received. However, in some cases special arrangements are in place for goods purchased on the internet.

**Value Added Tax (VAT)** - Import VAT is charged at the same rate that applies to similar goods sold in the UK and applies to commercial goods over £18 in value, and on gifts that are over £36 in value. The value of the goods for import VAT is based on the:

- basic value of goods, plus
- postage, packing and insurance, plus
- any import (customs or excise) duties charged.

**Customs duty** - Customs duty becomes payable if the goods are over £120 in value but is waived if the amount calculated is less than £7. Customs duty is usually charged as a percentage of the value of the goods.

The amount of customs duty charged will depend on the type of goods imported and their value stated on the customs declaration CN22/CN23 (converted using the rates of exchange for the month of importation as shown on our website).

The percentage varies depending on the type of goods and their country of origin. Duty is charged on the price paid for the goods including any local sales taxes plus postage, packing and insurance costs. However, the cost of postage is excluded from the calculation for customs duty on gifts except where the sender has used the Express Mail Service (EMS) as opposed to a standard mail service.

Where the value of gifts is below £290 per consignment a flat rate of duty of 2.5% will be applied, but only if it is to your advantage.

## **How do I pay customs charges?**

Royal Mail provides several options for payment and they will inform you of the options available and the amounts payable when they contact you. A postcard or letter is usually delivered to your address, detailing the amount due and the options available for payment. Once payment has been made, the package may be collected from the post office or if you have paid on line/by phone you can arrange for it to be delivered. Details of the charges, including the Royal Mail or Parcelforce Worldwide handling fee, will be shown separately on a label affixed to the package.

## **What should I do if I have a complaint about delay or damage to my package?**

Although we can examine the contents of a package the responsibility for opening, repacking and resealing it is carried out by Royal Mail who also deliver it. Therefore if you have a complaint about delay or damage to your package you should contact the appropriate Royal Mail or Parcelforce Customer Service Centre.

In cases where Customs have damaged the contents we will acknowledge this by enclosing a letter within the package.

## **Do you have any comments or suggestions?**

We would be pleased to receive any comments or suggestions you may have about this notice.

Please write to:

### **HM Revenue & Customs**

Customs & International  
10<sup>th</sup> Floor South west  
Alexander House  
Southend On Sea  
Essex  
SS99 1AA

**Please note this address is not for general enquiries.**

For your general enquiries please phone the Helpline on 0845 010 9000.

## **Note from Magical Bells:**

We compiled this information about VAT Duties from the HM Revenue & Customs (HMRC) website on 10/20/09 at: <http://www.hmrc.gov.uk>.