

Your guide to shopping online



An Post's Guide to
Shopping Online,
Customs and
Your Parcels

**an
post**

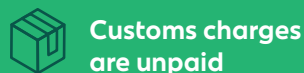
For your world

Online shopping is more convenient and popular than ever

However, EU customs regulations and Brexit are affecting how we shop online. Customs charges now apply to Great Britain as they do to all non-EU countries.

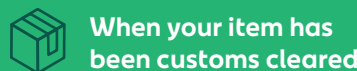
Online retailers should provide valid electronic data for all incoming non-EU items. 95% of parcels are unaffected, but unfortunately some senders are not providing this electronic data, which is causing delays.

Here are some factors that can impact delivery times:



Customs charges are unpaid

An Post will contact the customer to collect any customs charges due by postcard, text or email.



When your item has been customs cleared

An Post will inform you of the charges, which are payable at anpost.com or at your local post office. Once paid, we'll deliver your parcel as soon as possible.



The retailer/sender has not included electronic customs data with the item

When this happens, we are unfortunately unable to deliver the item and must return it to the sender.



Certain items are prohibited or restricted

The importation of some items in the post is prohibited or restricted. For more information visit anpost.com/customs

An Post's guide to shopping online

Shop local or EU

Shop close to home. Ireland and other EU countries are free of customs charges.

Shop Safe

Be aware of fraudulent messages. If you are ever in doubt we have information on anpost.com/security to help identify legitimate messages.

Family & Friends Gifts

Gifts below the value of €45 (including postage) from non-EU countries require valid electronic customs data, but do not require any customs or VAT to be paid. Make sure to tell friends and family an item must be accompanied by valid electronic customs data when sending. Gifts over €45 are charged a customs fee, paid by the receiver.

Shop Smart

Shop with retailers that apply customs charges at checkout such as Amazon, Boots, M&S and River Island, for a fast, simple and safe process. For a list of retailers see anpost.com/customs

Some **small non-EU retailers** may not be aware of the need to supply valid electronic customs data for delivery to Ireland. See anpost.com/sending for customs advice that you can send to your favourite non-EU retailers.

Check where the retailer is located

before you shop. The website address may end in '.ie' but the retailer could be located outside of the EU. Check anpost.com/customs for more information.

Shop using a virtual address*

with An Post's **AddressPal** for UK and US websites, simplifying the customs process considerably.

For more advice on customs, online shopping and shopping returns visit anpost.com/customs

*Items imported through AddressPal are subject to AddressPal fees, UK VAT and import VAT and customs charges.



Tá an tsiopadóireacht ar líne níos áisiúla agus tá níos mó éilimh air ná riamh

Tá tionchar ag rialacháin Custaim an AE agus an Breatimeacht ar an gcaoi a ndéanaimid siopadóireacht ar líne anois. Is ceart don miondíoltóir sonraí custam leictreonacha a sholáthar le haghaidh gach earra a thagann isteach as lasmuigh den AE (an Bhreatain san áireamh).

Níl na sonraí leictreonacha seo á soláthar ag roinnt miondíoltóirí agus tá moill á cruthú dá bharr seo.

Seo roinnt cúinsí eile a d'fhéadfadh cur isteach ar amanna seachadta:

Muirir chustam gan íoc.

Déanfaidh An Post teagmháil leis an gcustaiméir le cárta poist, téacs nó ríomhphost, le haon mhúirear atá le íoc a bhailiú ar son na gcustam. Is féidir na muirir seo a íoc trí anpost.com nó i d'oifig poist áitiúil.

Nuair atá d'earra imréitithe le custaim.

Cuirfidh An Post na muirir in iúl duit. Nuair a íocfar na muirir, déanfaimid do bheartán a sheachadadh a luaithe is féidir.

Níl sonraí custam leictreonacha soláthraithe ag an seoltóir leis an earra

Nuair a tharlaíonn sé seo ní mór dúinn an beartán a chur ar ais go dtí an seoltóir.

Tá srian nó cosc ar earraí áirithe

Tá cosc nó srian ar roinnt earraí a iompórtáil sa phost. Tá breis faisnéise ar anpost.com/customs

Treoir An Post don Siopadóireacht ar Líne

Siopadóireacht áitiúil nó AE

Tá Éire agus tíortha AE eile saor ó mhuirir chustam.

Bronntanais do bhaill teaghlaigh agus cairde

Níl aon mhúirear ar bhronntanais faoi €45 (lena n-áirítear postas) ó thíortha neamh-AE. Gearrtaí táille custam ar bhronntanais os cionn €45. Tá sonraí dearbhú custam leictreonacha de dhíth le bronntanais.

Siopadóireacht shábháilte

Bí ar d'aire maidir le teachtaireachtaí calaoiseacha. Is féidir le anpost.com/security cabhrú leat teachtaireachtaí dlisteanacha a aithint.

Siopadóireacht Chliste

Déan siopadóireacht le miondíoltóirí a chuireann muirir chustam i bhfeidhm ag an gciseán. Tá cuid de na miondíoltóirí seo ar fáil ar anpost.com/customs

Má bhíonn tú ag siopadóireacht le miondíoltóir beag neamh-AE, seiceáil an bhfuil siad in ann sonraí bailí leictreonacha custam a chur le haghaidh seachadadh go hÉirinn. Tá na riachtanais ar fáil ag anpost.com/sending

Faigh amach cá bhfuil an miondíoltóir lonnaithe sula ndéanann tú an tsiopadóireacht

D'fhéadfadh an seoladh idirlín críochnú le .ie ach d'fhéadfadh an miondíoltóir a bheith lonnaithe lasmuigh den AE.

Déan siopadóireacht le seoladh fíorúil* le AddressPal ó An Post le haghaidh suíomhanna idirlín san RA agus i SAM, agus simpleofar an próiseas custam go mór.

Tá tuilleadh comhairle ar anpost.com/Customs

*Bíonn earraí a iompórtáiltear trí AddressPal faoi réir ag táilí AddressPal, CBL an RA agus CBL iompórtála agus muirir chustam.