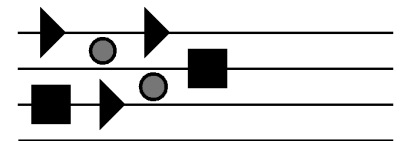


# Customs Information

**drefahaudio**



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## \*\*\* IMPORTANT NOTE \*\*\*

**For customs reasons, dutiable shipments can be accepted only if delivered by one of these carriers:**

***Postal service - UPS - FedEx - DHL Express***

### **Mandatory Paperwork**

1. Open the proforma invoice on our repair page and fill it in carefully
2. Save it and print two copies when completed
3. Send us a copy prior to dispatch
4. Attach it in a pouch/envelope to the outside of your parcel, marked as "CUSTOMS / ZOLL".

Postal service will ask you to fill in a CN22/CN23 declaration to be attached to the parcel.  
The value thereon must equal the amount on the proforma invoice, postage excluded.  
Customs clearing will not be possible without these papers !

### **Duties / Taxes**

1. Whenever possible, state a customs value of less than €1000. This will save us a lot of paperwork and accelerates clearing. Keep in mind that hypothetical auction prices are not suitable for broken gear and not covered by insurance anyway.
2. For higher-value shipments, please consult your carrier (or a customs broker) about tax exempt for repair shipments. Related side costs may add to your invoice.
3. Corporate clients: Please have all taxes and duties billed to the sender. Tax agreements between most countries allow to set off foreign VAT paid.

### **Upon Return**

An invoice about the actual repair cost will come with your parcel for customs purposes. Current EU anti-trafficking law for shipments >€1000 may cause a delay of several days which we have no influence on.

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The information herein refers to 2024 laws and tariffs. Changes due to altered regulations reserved.