

Shipping Policy (v2 – 13 Jun 2025)

GB (England, Scotland, Wales)

Parcel service	DPD Next Day
Shipping charge	£5 + VAT
Min. order value for FREE shipping	£150 (excl. VAT)
Cut-off for next day delivery	1:00 pm

Republic of Ireland

Parcel service	DPD 2 Day
Lower value shipping charge	£15
Min. order value for FREE shipping	£300
Required information	<ul style="list-style-type: none"> ▪ EORI number ▪ Eirecode for delivery address

What are DPD's charges for Customs Clearance?

An EU Clearance Fee of **£4.75** applies to all consignments shipped with the DPD Two Day service. This fee covers customs clearance, and handling and processing costs to export parcels to EU destinations from the UK. This fee may be adjusted in the event of any substantial or material change in circumstances.

How does DPD collect duty and tax payments?

Once the duties and taxes have been calculated, these charges will need to be paid before the parcel can continue its journey to you.

With DPD's default option, they will try and collect the amounts from the recipient. Whilst the parcel is still in transit to the clearance location, DPD notify the recipient by SMS and/or email. This notification gives you all the information you require and a link to DPD's secure payment gateway to pay these charges electronically. This option, sometimes known as 'in-flight' clearance, aims to accelerate the payment process and avoid additional delays.

Once charges have been paid, DPD will release the parcel and send it on its way. However, if the charges aren't paid before the parcel arrives at DPD's clearance hub, DPD will hold it securely until they are in DPD's Customs Clearance facility. DPD will make several attempts to remind you of your need to pay. If the charges remain unpaid, DPD will return the parcel to the sender (Us) in the UK.

If your importing business in Ireland has a Trader Account Number (TAN) set up with Irish Revenue then this can be used to settle any customs payments. In order for this to be used, you will need to provide authorisation to DPD by completing this form:

<https://www.revenue.ie/en/customs/documents/electronic/customs-and-excise-clearance-agent-form.pdf> and sending it to DPD's International Experts team at internationalexperts@dpd.co.uk.

Northern Ireland

Parcel service	DPD 2 Day	
Lower value shipping charge	£15 + VAT	
Min. order value for FREE shipping	£300 (excl. VAT)	
Required information	<p>If you are selling ONLY in Northern Island</p> <ul style="list-style-type: none"> ▪ XI EORI number ▪ UKIMS <p>GREEN LANE: Fast, no extra fees.</p>	<p>If you are selling into Republic of Ireland / EU</p> <ul style="list-style-type: none"> ▪ XI EORI number <p>RED LANE: (an "At Risk" declaration) Slower, with customs checks and potential fees/duties.</p>

A Guide to the New Rules (Post-May 2025)

Following the introduction of the Windsor Framework, there are new rules for shipping goods from Great Britain to Northern Ireland. To ensure your orders continue to arrive smoothly and without delay, please see this quick guide on what we now require.

The destination of your stock now determines how it is processed by customs:

GREEN LANE (For stock staying in Northern Ireland)

This is the fastest route for your delivery, ensuring **no additional customs checks or fees**.

- **Who is it for?** Customers whose stock will be sold or used **exclusively within Northern Ireland**.
- **What we need from you:** To process your order through the Green Lane, we must have your business details on file. Please provide us with your:
 1. **UKIMS Number:** Your UK Internal Market Scheme authorisation number.
 2. **EORI Number:** Your Economic Operator Registration and Identification number that starts with "XI".
- **Action:** Please provide your UKIMS and XI EORI numbers so we can ensure your future orders are fast-tracked through the Green Lane.

RED LANE (For "At Risk" stock)

This route involves full customs checks and is for goods that may be moved into the EU.

- **Who is it for?** Customers whose stock will (or may) be sold on to the **Republic of Ireland or other EU countries**.
- **What to expect:** If your order is destined for the EU, it must be declared as "At Risk". This means your shipment will enter the Red Lane, which will result in:
 1. **Longer processing times** due to customs inspections.
 2. **Additional customs fees** for processing the declaration.
 3. **Potential duty payments.** For the products we sell, this primarily affects card games (e.g., *Scout*, *Faraway*), which are subject to an EU import duty of **3% to 5%**.
- **Action:** If you intend to sell goods from your order into the EU, you must let us know so we can make the correct "At Risk" declaration.