Subject: Do you guys have customs problem?
Posted by PlainOrb on Tue, 10 Jul 2012 01:03:40 GMT
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I've just checked my UPS tracking this morning, and here is the latest update I got :

" Shipment is held to verify commodity description with the customer for correct classification. "

Do you guys have such problem with your customs ?

Subject: Re: Do you guys have customs problem?
Posted by BillBedford on Tue, 10 Jul 2012 11:11:13 GMT
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Occasionally

Subject: Re: Do you guys have customs problem?
Posted by stop4stuff on Tue, 10 Jul 2012 13:03:07 GMT
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Just the once - my Shapeways delivery was held for 5 days for 'inspection' - the blighters hadn't even opened the package or stuck any labelling on it

Subject: Re: Do you guys have customs problem?
Posted by PlainOrb on Wed, 11 Jul 2012 01:42:20 GMT
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I've just found following info in Shapeways shipping tutorial:

" Goods shipped outside of the EU will be described to your local customs as plastic or metal goods. " at the Duties and import tax section.

Maybe the model should be described in the name of the category the designer had assigned for it. This will help get the right classification at customs. I'm going to put this into feedback. You guys are welcome to vote for it.

Subject: Re: Do you guys have customs problem?
Posted by BillBedford on Wed, 11 Jul 2012 12:03:59 GMT
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Wouldn't doing that be likely to attract more customs duty?

Subject: Re: Do you guys have customs problem?
Posted by PlainOrb on Wed, 11 Jul 2012 14:01:04 GMT
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I think customs will hold the package till the right classification is made. If there is tariff, it will be charged anyway. But writing the right classification on invoice at first place will make that process finish quickly. -- My poor experience during years of international business.

Subject: Re: Do you guys have customs problem?
Posted by PlainOrb on Mon, 16 Jul 2012 05:26:54 GMT
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My latest package was held up in customs since 9th, July, it's still in customs. That's a week in customs !!!!

Subject: Re: Do you guys have customs problem?
Posted by BillBedford on Mon, 16 Jul 2012 08:54:28 GMT
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Customs are always a law unto themselves.....

Subject: Re: Do you guys have customs problem?
Posted by Phxman on Tue, 24 Jul 2012 09:19:41 GMT
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Can items for delivery in the EEC be nominated as priced and delivered from the Holland location

VAT inclusive?.

Subject: Re: Do you guys have customs problem?
Posted by stop4stuff on Tue, 24 Jul 2012 09:36:40 GMT
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Items delivered from Shapeways to EU member countries attract no duties but have the destination country VAT rate applied to the final price (including shipping cost). This is automatic if you have the correct shipping details in your account details

Subject: Re: Do you guys have customs problem?
Posted by Phxman on Tue, 24 Jul 2012 14:25:02 GMT
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So the Delivery Address triggers this, and there should be no further Customs or Excise charges on the item?

Subject: Re: Do you guys have customs problem?
Posted by stop4stuff on Tue, 24 Jul 2012 16:14:17 GMT
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correct

Subject: Re: Do you guys have customs problem?
Posted by Phxman on Tue, 24 Jul 2012 17:08:07 GMT
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stop4stuff: This is useful to know and an attractive feature to push for Shapeways Shops.

Subject: Re: Do you guys have customs problem?
Posted by stop4stuff on Tue, 24 Jul 2012 17:22:06 GMT

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Most of the info regarding EU member countries is in the Shipping Info linked to from the FAQs, and Shapeways are very forthcoming with info too

Subject: Re: Do you guys have customs problem?
Posted by stannum on Tue, 24 Jul 2012 23:57:41 GMT
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stop4stuff wrote on Tue, 24 July 2012 09:36Ithe destination country VAT rate applied Netherlands' rate (19%) or the rate is wrong.

Subject: Re: Do you guys have customs problem?
Posted by stop4stuff on Wed, 25 Jul 2012 05:53:48 GMT
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An invoice for an order I placed in March 2012 carries 20% VAT, orders since have 20% and orders last year and previous have 19% - I'm a UK, not VAT registered user so presumed UK VAT law changed sometime earlier this year, something I shall need to look into.

Subject: Re: Do you guys have customs problem?
Posted by stannum on Thu, 26 Jul 2012 00:04:30 GMT
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If with "last" and "previous" you mean 2011 and 2010, things don't match. UK VAT was 17.5% before, and raised to 20% in January 4th, 2011.

Subject: Re: Do you guys have customs problem?
Posted by Phxman on Thu, 26 Jul 2012 03:11:12 GMT
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With the tragic slowdown of the UK Economy and another loss of 0.7% GDP in the last 3 months, it would be a popular measure for them to put VAT back to 17Â½% to retrieve the situation.

Subject: Re: Do you guys have customs problem?
Posted by stop4stuff on Thu, 26 Jul 2012 06:50:32 GMT
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stannum wrote on Thu, 26 July 2012 00:04If with "last" and "previous" you mean 2011 and 2010, things don't match. UK VAT was 17.5% before, and raised to 20% in January 4th, 2011.

The first order I placed for myself this year (2012) was in March and has 20% VAT, all orders (2010 thru 2011) before this order had 19% VAT and all orders since March 2012 have 20% VAT.

I did some digging yesterday and as far as I can make out for non-VAT registered pruchasers, items coming into the UK from within the EU must have UK VAT applied to them or they'll be seized by customs which conflicts with the 'general rule' of paying the VAT rate for the country purchased from. I'll phone the VAT people today (I meant to yesterday but forgot).

Subject: Re: Do you guys have customs problem?
Posted by Phxman on Tue, 31 Jul 2012 08:14:19 GMT
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It would be nice to have someone from Shapeways contribute to this thread.
I have done dummy runs, and there are problems, choosing Pounds Sterling, and choosing delivery out of country of originating Order.

Subject: Re: Do you guys have customs problem?
Posted by BillBedford on Tue, 31 Jul 2012 12:03:31 GMT
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How can you choose Pounds Sterling?

Subject: Re: Do you guys have customs problem?
Posted by natalia on Tue, 31 Jul 2012 15:50:57 GMT
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Hi guys,

Paul actually provided most of the information I can contribute, as all the information about shipping and VAT is here:
http://www.shapeways.com/support/shipping
Shapeways has no control over the VAT/Customs rates, they are set by the country and we comply with customs declarations as accurately as possible to avoid delays. Obviously customs does as it pleases, and randomly holds up packages regardless!

Phxman, to address this query:
"I have done dummy runs, and there are problems, choosing Pounds Sterling, and choosing delivery out of country of originating Order."

The billing address and the shipping address must be in the same country. So you can send a gift to someone in the same country as you, but not overseas. We set it up this way to minimize the risk of fraud.

Natalia

Subject: Re: Do you guys have customs problem?
Posted by pinddle on Sun, 05 Aug 2012 11:40:09 GMT
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Currently the VAT rate in Netherlands is 19%.It will increase to 21% on 1 October 2012.In light of this I won't complain about paying the UK rate of 20% on orders from Shapeways.