



# Import Customs Clearance for Fedex Express Shipments – Australia

Updated 1 April 2024

All goods coming into Australia must be cleared through the border before we can expedite delivery of your shipment.

We endeavour to make your importing experience as smooth as possible, however you will need to be aware of certain Government Regulations and Authorities which may delay or restrict the clearance of your shipment.

## Import

Australian Border Force (ABF) is the first point of contact if you're importing goods to sell or use.

Find out about the documentation, clearance, and requirements you need when importing shipments into Australia, by clicking below links:

<https://www.abf.gov.au/importing-exporting-and-manufacturing/importing/how-to-import>

<https://www.abf.gov.au/importing-exporting-and-manufacturing/importing/how-to-import/requirements>

[Find out about the detailed information on the charges associated with importing goods into Australia, including customs duty, Goods and Services Tax \(GST\), and other applicable fees by clicking the below link:](#)

<https://www.abf.gov.au/importing-exporting-and-manufacturing/importing/cost-of-importing-goods/charges>

## Top Five Reasons for Delayed Clearance

### 1. Missing or Incomplete Documentation (some or all maybe required)

- ✓ Commercial Invoice (in English)
- ✓ Detailed description of goods, including itemised breakdown of commodities
- ✓ Commercial invoice pages missing
- ✓ Currency on commercial invoice
- ✓ Copy of Permit (if required)
- ✓ Country of Origin
- ✓ Certificate of Origin



- 2. Cleared Shipments held for payment of Duties/Taxes** – FedEx will submit your shipment information to customs and other regulatory agencies for clearance. FedEx may charge a clearance service fee, where applicable, on international shipments for clearance processing, for disbursing duties and taxes to a customs agency on behalf of the payor/recipient.

FedEx will contact the payor/recipient via SMS, email or phone call and require:-

1. upfront payment of duties, taxes and any applicable FedEx clearance related fee(s) or charge(s) (if you do not have an active FedEx account **OR** the import charges are more than AUD \$6,000);

**OR**

2. Confirmation that such charges will be billed to your FedEx account (if you have an active FedEx account **AND** the import charges are under AUD \$6,000),

before release of the shipment to the recipient.

The payor/recipient may pay these outstanding charges via CommBank BPoint, with the payment link provided via SMS or email, or by calling our Clearance Team on 1800 111 112 (option 1). To pay via EFT / Direct Deposit, please email [sydrop@fedex.com](mailto:sydrop@fedex.com) with your tracking number in the subject line for payment information details.

If you are a FedEx account holder, import charges under AUD \$6,000 can be billed to your active FedEx account. Import charges exceeding AUD \$6,000 must be paid upfront via EFT or Credit Card. If you wish to have the charges billed to your existing FedEx account, please email [sydrop@fedex.com](mailto:sydrop@fedex.com) with your tracking number in the subject line.

Visit the [fedex.com/au](http://fedex.com/au) website to find out more about our [Conditions of Carriage](#) relating to Duties and Taxes for imported goods into AU.

- 3. DAFF** - The Department of Agriculture, Fisheries and Forestry (DAFF) works with the import of cargo and shipping industries to protect Australia from harmful pests and diseases. DAFF will clear imported cargo using declarations and information provided by the importer. To decrease the likelihood that your goods need to be opened or inspected, provide all the required documents that need to accompany your goods. [Visit the DAFF website](#) to find out more about Clearance requirements for Importing goods into AU.
- 4.** ABN (Australian Business Number) is required as part of the import and export entry preparation for high value shipments (over A\$1000 goods value).

[www.abf.gov.au](http://www.abf.gov.au)



## 5. Import **Prohibited/Restricted** Commodities including CITES

Certain commodities are Prohibited and or Restricted – please refer to [here](#) to see what is required before shipping.

## **FedEx Information**

For all clearance-related inquiries including shipper and consignee details, concise descriptions, necessary permits, manufacturer's declarations or any other additional information, kindly reach out to [aucndoc@fedex.com](mailto:aucndoc@fedex.com) or contact our customs clearance team on 1800 111 112 for more information.

**For complete terms and conditions governing FedEx's services and the type of shipments that FedEx will accept for transportation, please refer to the reverse side of the FedEx International Air Waybill, the Standard Conditions of Carriage and the FedEx Express Australia website. - <https://www.fedex.com/en-au/conditions-of-carriage.html>**