



CUSTOMER INFORMATION FACTSHEET - CYPRUS

1) DUTIES, TAXES AND OTHER CHARGEABLE LEVIES

IMPORT DUTY

For most importers of genuinely **USED*** household goods and personal effects, relief from import duty will be granted, provided that the importer;

- Has owned the goods for more than one year
- Has not resided in Cyprus for more than 365 days within the last two years
- Intends to settle permanently in Cyprus
- Is physically present within Cyprus at the time of importation and will attend the customs.

*USED airconditioners and certain guns are still subject to duty and vat.

We would stress that any temptation, to misdeclare new items as used, is not advisable, as all shipments are subject to Customs inspection and such items found may be liable to confiscation and penalties imposed. Import duties chargeable on new items are variable and we would strongly recommend you contact us immediately, in this case, to establish rates and costs.

Please note, however, that new items of EU origin and exported directly from an EU country may be imported under Preferential Rates of Duty, and for many domestic goods a Zero Duty Rate may apply. Please contact us directly, before shipping new goods, for further information regarding the "EUR1" Preferential Trade Certificate scheme.

VAT

A Value Added Tax system operates in Cyprus, with a current standard rate of 15%. As common to most countries operating VAT systems, tax is chargeable only on new goods. The net cost will be determined by Customs, in accordance with known values for identical products, commercially imported into Cyprus. Any invoice held by you will only be accepted in the case of Customs being unable to determine the commercial value.

WHARFAGE

Certain electrical items, whether new or used are subject to Wharfage charges, currently CYP 6.50 per item. The following items are chargeable: Television, VCR, Audio system, DVD, Washing Machine, Tumble Dryer, Dish Washer, Refrigerator, Freezer, microwave.

EXCEMPTIONS

Foreign Diplomatic Status- Diplomatic personnel are exempt from all the above duties and taxes, with the exemption of WHARFAGE, provided their Embassy Consulate or Mission is able to supply an Exemption Certificate for the particular shipment, approved by the Ministry of Foreign Affairs.

OFFSHORE EMPLOYEES- OFFSHORE COMPANIES- Can import used household goods & personal effects free of customs duties and VAT, provided they are eligible to do so (please see IMPORT DUTY heading as above). All brand new items are dutiable.

2) CLEARANCE PROCEDURE- what we will require from you

CUSTOMS DOCUMENTATION

As soon as possible, please contact our Imports Customer Co-coordinator based at our Limassol Head Office who, provided your shipment has already been dispatched, should have received notification and full details from your origin agent. With your help, we will then be able to proceed with preparation of the necessary Customs paperwork to clear your goods.

N.B. Even if your shipment has not yet arrived, we will still be able to prepare much of the necessary paperwork, enabling us to clear and deliver your shipment sooner, after its arrival. We will need you to visit us, either at our Limassol Head office, or the branch office most convenient for you. Please bring with you your current passport and, if less than two years old, your previous passport, together with any other documentation

you may have regarding your shipment, enabling us to establish your eligibility for Import Duty Relief, and the amount of other charges due, as outlined previously.

Together, we will complete forms for Customs Declaration (C102) listing details and nominal values of your goods, and Authority to Agent (C7), authorizing us to clear the goods on your behalf. Once completed we will need to visit the local Customs Office together, for presentation and approval of these documents and inspection of your passport.

3) DELIVERY PROCEDURE – what you should expect from us.

DELIVERY INSTRUCTIONS

It is extremely important that we have the fullest details possible, of the actual location of your residence especially with regard to access or any other potential problem that might affect smooth delivery of your shipment. When you visit our offices we would be pleased to make a provisional booking for delivery and discuss any special needs or requirements.

EXCLUSIVE SEA CONTAINERS

Once clearance has been granted, we will transport the sealed container from the port to your residence for unloading and delivery under Custom's supervision. We will normally undertake to deliver your shipment within 3 working days from commencement of clearance. In view of the requirement for Custom's attendance at delivery, we are only able to deliver containers after normal Custom's office hours (15:30 hrs), on an overtime basis, any weekday except Thursday. (Also see ADDITIONAL CHARGES below)

For 20' containers- we will undertake to deliver and, if contracted with your agent, complete required unpacking and remove debris, within the same day. If, for any reason, you require us to provide further service on a subsequent day, then we reserve the right to charge for such.

4. ADDITIONAL CHARGES

Certain charges, which cannot be determined before arrival, are excluded from our quotation for DOOR-TO-DOOR delivery services and your agent should have advised you of this. Outlined below are the main exclusions.

DUTIES, TAXES, OTHER LEVIES

These charges are, specifically, excluded from any quotation given to you, unless previously agreed with us, in writing, by your agent.

CUSTOMS OVERTIME ATTENDANCE

A customs charge for attendance during overtime hours is variable, depending on distance traveled and the size of your shipment. As above, these charges are excluded from any quotation. Typically, charges are in the range of CYP 35-60 for a single container.

DEMURRAGE, STORAGES

If the clearance and delivery of your shipment is delayed after its arrival then you may be liable to Container Demurrage, charged by the Shipping line, or Storage charges levied by the Port or Airport Authorities. We reserve the right to charge these costs to you.

ABNORMAL ACCESS, CLEARANCE, ETC

Unless previously agreed by us with your agent, any additional costs arising from difficult access, abnormal loads, or a need to deliver into your residence by crane, forklift or external furniture lift, will be charged to you.

FIOS

For shipments originating from Mediterranean ports, "free-out" charges are payable on all shipments. Unless previously agreed by us with your agent, these costs will be charged to you.

Any additional work undertaken by ourselves, on your behalf, and not included within your quotation, will form the basis of a separate contract between us, and will be charged at rates agreed with you, beforehand.

5. OTHER RELEVANT INFORMATION

INSURANCE

Please advise us, immediately, of any loss or damage noted to your shipment, so that we can inform our insurer. They require losses or damages to be reported within 3 days from first delivery. Should you require assistance in completing your claim, please do not hesitate to call.

PROHIBITED ITEMS

Penalties for the importation of prohibited items are severe and may, in certain circumstances, lead to the immediate deportation of the importer. You should not, under any circumstances, attempt to import into Cyprus, as part of your household goods shipment;

-Drugs- Other than for prescribed medical purposes.

-Firearms- Other than hunting shotguns. Small arms and handguns, including their ammunition, are prohibited. Please contact us immediately if such items are included in the shipment. Police license must be obtained and we can help you at an additional cost of CYP 25.00. Duties and VAT if any are excluded.

If you are in any doubt as to whether a particular item may be prohibited, please contact us for further advice.

TELEPHONE AND RADIO EQUIPMENT

Mobile radiotelephones, subscribing to an overseas GSM digital network, may be supported by reciprocal agreement between the local telecom agency, CYTA's (Cyprus Telecommunication Authority) own GSM network and your overseas network provider. No restriction is placed on their personal importation or use. Long, or short range radio telecommunications equipment may only be imported and operated by holders of a Radio Operator's license, issued by the Cyprus Ministry of Communication & Works after approval of the specific equipment, by CYTA. Licenses, renewable annually, are granted to qualified persons only, and by personal application to the Ministry. If you intend to import such equipment, we would strongly advise you to make direct enquiry to the Ministry and CYTA, prior to importation, to ascertain your own position and whether approval of your particular radio transmission equipment will be granted.

SATTELITE DISHES AND RECEIVERS

It is a must that you advise us in advance if satellite dishes and receivers are included in your shipment as special permission must be obtained from the Ministry of Communication in Cyprus which we can assist you at an additional cost. The permission can be obtained after shipment has been delivered to you and will not delay the clearance of the shipment. We will however require the manual of the satellite/receiver for the approval as required by the Ministry of Communication. For diameters over 1 metre, the cost paid to the Ministry is approximately CYP 60 per dish. This cost excludes our assistance to obtain the permit which is approximately CYP 25.00.

ELECTRICAL APPLIANCES

Electricity supply in Cyprus is rated at 240V / 50 Hz, using UK standard three-pin socket outlets.

Appliances imported from the UK require no conversion, whilst those from most European countries will require the fitting of a suitable plug only. Please check the supply voltage for any appliances you intend to import, as a "step down" transformer may be required for an 110V single rated appliance. **For your own safety, do not attempt to use any appliance with 110V single rating on 240V circuits, without using a step-down transformer!**

CARS AND MOTOR BIKES

We would prefer to give you specific information regarding Duty Free eligibility on cars and motor bikes on your particular status (i.e. non-Cypriot retiree, expatriate offshore employee, repatriating Cypriot), and after receiving full details of the vehicle (i.e. cubic capacity, age, etc or you can even fax us a copy of the registration document, which contains all details). Please note that Duty Free eligibility does not exempt holders from payment of VAT at the prevailing rate, at time of permanent registration.

Please note, in general, Left Hand Drive vehicles may only be imported on a temporary basis. If permanent registration is subsequently required, then conversion to RHD must be undertaken with a reasonable period of time, normally one year from date of registration in Cyprus.

6. AND FINALLY

We do sincerely look forward to being of service to you here at **DELAHAYE MOVING AND STORAGE** and we would be more than pleased to supply you with any additional information you may require, with regard to your move or any other related matter. Meanwhile, may we wish you a smooth and trouble free removal from your present home.

FOR ANY FURTHER INFORMATION PLEASE CONTACT US AT:

DELAHAYE MOVING LTD

TEL: 0208 687 0400

E-mail: fred@delahayemoving.com