

## **Important Information**

Shipments that are imported for personal use on behalf of individuals with the value less than 150 € and 30 KG, which are not prohibited, applications for the shipments on behalf of companies for sample purposes, return to origin, and customs transfers can be processed by DHL Express.

**If you are going to make a request to DHL Express for these options above, do not use the e-document system (e-evrak), and do not create your documents electronically. Receiving the documents imposes the legal responsibility on the receiving party/consignee.**

Original documents (ATR/EUR1/EUROMED, certificate of origin, exporter's declaration, etc.) cannot be obtained from this system. You can get these documents from our document service office.

## **User Agreement**

The customs clearance documents of the shipment received on behalf of our company/person and appearing in the system have been received by us from DHL Express Turkey electronically.

By receiving customs clearance documents electronically; We accept that the next customs procedures and the legal responsibility that may occur during these transactions belong to us only.

We declare and accept that if the original documents (A.TR, exporter declaration, certificate of origin, etc.) required in the relevant customs procedures are determined later, they will be received by us from the DHL Express document office and followed up.

**The waiting period in the customs area is 20 calendar days, if no action is taken during this time, parcels will be confiscated. Return to origin request has to be created within 20 days.**