



BUYING MEDICINES OVER THE INTERNET

BE CAUTIOUS ABOUT BUYING MEDICINES OVER THE INTERNET

Medicines are now being widely offered for sale on the Internet. Many medicines are restricted in Australia, and importing them without a prescription or permit from another country may be prohibited under the *Customs Act 1901* and/or the *Therapeutic Goods Act 1989*. Before buying a therapeutic product on the Internet, you should find out if it is legal to import the goods, and whether you require a permit. More information regarding the import of therapeutic products can be found on the [TGA website](#)

You also need to be certain that you are purchasing a genuine product and not a counterfeit good. Counterfeit medicines may put your health at risk and waste your money. If you are considering buying therapeutic products over the Internet, be cautious and always ensure you have the appropriate prescription or approval to do so.

LOOKING AT PRODUCT INFORMATION?

The World Health Organisation (WHO) has developed a [practical guide](#) to finding reliable information about the purchasing of therapeutic products over the internet.

The WHO advises that a website selling medications should provide you with the following information about the goods you are buying:

- product name
- active ingredient(s)
- name of other ingredients known to cause problems to some people
- what to use the product for
- when not to use the product (for example, in pregnancy, allergies, interactions with other medicines or foods)
- how to use the product
- possible undesired effects
- how to store the product, and
- manufacturer's name and contact information.

ALL GOODS THAT COME INTO THE COUNTRY ARE SUBJECT TO CUSTOMS AND BORDER PROTECTION AND QUARANTINE CONTROLS

Be aware that your goods may be subject to examination and could be held awaiting clearance. If the value of your goods exceeds A\$1000 you will need to pay customs duty, GST and/or have the appropriate permission before your parcel can be delivered.

INFORMATION ON IMPORTING MEDICINES

Further information on substances controlled under Customs legislation, the Therapeutic Goods Act, licensing, permit requirements and contact details is available from the [Department of Health and Ageing website](#).

WHO CAN I CALL FOR GENERAL INFORMATION ABOUT IMPORTING GOODS?

The Customs Information & Support Centre (CI&SC) can discuss tariff classification, valuation, calculating duty and GST, prohibited and restricted goods or other general inquiries. They can be contacted by phoning: 1300 363 263 or by email at: information@customs.gov.au