



Australian Government

**Australian Customs and
Border Protection Service**



Quick Guide to Imports

Contacts and References

Contacts

In the first instance, contact **Cargo Support** for general information on imports:

- Phone: 1300 558 099
- Fax: (02) 8339 6713
- Email: cargosupport@customs.gov.au

For information about licensing of depots and warehouses:

- Visit: www.customs.gov.au/site/page6093.asp
- Email: licensing@customs.gov.au

For information about Intellectual Property Rights contact Intellectual Property:

- Visit: <http://www.customs.gov.au/site/page5369.asp>
- Email: iprights@customs.gov.au

For information about labelling or Commerce Trade Descriptions contact Labelling:

- Visit: <http://www.customs.gov.au/site/page5810.asp>
- Email: labelling@customs.gov.au

For information on Prohibited and Restricted imports contact Community Protection:

- Visit: <http://www.customs.gov.au/site/page4369.asp#e1057>
- Email: communityprotection@customs.gov.au

For information about dumping and subsidisation contact Trade Measures Liaison Management:

- Visit: <http://www.customs.gov.au/site/page4374.asp>
- Phone: (02) 6275 6066
- Fax: (02) 6075 6888
- Email: tmliaison@customs.gov.au

For information on claiming a Duty Drawback:

- Visit: <http://www.customs.gov.au/site/page4382.asp>
- Email: drawbacks@customs.gov.au

For information on applying for a Tariff Concession Order:

- Visit: <http://www.customs.gov.au/site/page4402.asp>
- Email: tarcon@customs.gov.au

For information on applying for a formal Tariff Advice:

- Visit: <http://www.customs.gov.au/site/page4273.asp>
- Email: tariffsouth@customs.gov.au (for Victoria, WA, SA and Tasmania)
- Email: tariffnorth@customs.gov.au (for NSW, QLD and NT)

For information on applying for a formal Valuation Advice:

- Visit: <http://www.customs.gov.au/webdata/resources/files/commer02.pdf>
- Email: valvic@customs.gov.au

For information on applying for a formal Origin Advice:

- Visit: <http://www.customs.gov.au/site/page6010.asp>
- Email: origin@customs.gov.au

Customs Brokers and Forwarders Council of Australia
• Email: info@cbfca.com.au

Reference information

Customs and Border Protection Service Website
www.customs.gov.au

Cargo Support Pages
www.cargosupport.gov.au/default.asp

Cargo Support provides a comprehensive guide covering all aspects of dealing with Customs and Border Protection for individuals and industry sectors involved with importing goods into Australia.

This site provides a range of information that includes:

- connecting to the ICS
- latest news and bulletins
- Software Developers Guide
- importing
 - Import Cargo Reporting Manuals
 - Imports Cargo Clearance Manual
 - contingency arrangements
 - publications

Software Developers Guide

www.cargosupport.gov.au/webdata/miniSites/sdg/index.htm

For information about complying with Customs and Border Protection requirements visit:

www.customs.gov.au/site/page4271.asp

Australian Federation of International Forwarders

www.afif.asn.au

Digital Certificates

www.verisign.com.au

Shipping Australia Website

www.shippingaustralia.com.au