Hi Gunn Mary,

Due to recent changes with regards to the EU customs duties, we have noticed that packages containing tensile test tubes get blocked by customs because we need to pay import duties.

We are often noticed late about this, which results in packages being sent back to origin.

In order to avoid this, we would like to propose you that we organize the pick-up of these packages ourselves via DHL.

In this way, the import duties are paid automatically by DHL and we receive the tubing without customs issues.

The cost of this shipment is 250 NOK per envelope of tubes. If this is ok for you, you can add this cost to the purchase order when you want to send us tubes for tensile tests.
The cost for testing the tubes remains 950 NOK.

When you have the tubes ready, you can contact us and we will arrange the transport via DHL.

In case of questions, please don’t hesitate to get back to us.

Thank you

Kind regards

**Iris Schepers**

Customer Relations Specialist EMEA

Benelux & Nordics

**Terumo Blood and Cell Technologies**

**Unlocking Potential**

Romeinsestraat 8

3001 LEUVEN

Belgium

Tel: +32 (0)16 39 14 11

Email : MeService@terumobct.com

TERUMOBCT.COM

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