

# EU Exit and postal services

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Information about the impact EU Exit will have on postal services to Northern Ireland consumers.

# Ordering from Great Britain to Northern Ireland

Will I still be able to order online goods from GB?

Yes. You will continue to receive the majority of goods from Great Britain with no new requirements.

From the 1st October 2023, new specific rules relating to the entry into NI, from other parts of the UK, of certain plants for planting, seed potatoes, used machinery and certain vehicles operated for agricultural or forestry purposes will be implemented.

[Read more on the NI Plant Health Label Scheme \(NIPHL\) Declaration](#)

New arrangements to allow for the smooth movement of consumer parcels between Northern Ireland and Great Britain will take effect in September 2024.

[For more details on this new arrangement, visit the Gov.uk website.](#)

Do I have to pay more tax or duty on goods I order online from a GB retailer?

No. VAT on goods from GB retailers to Northern Ireland consumers will be charged at the current rate and included in the purchase price. No extra duties are expected.

Will delivery from GB be more expensive?

This can vary depending on the online retailer and express carrier's approach to pricing for delivering to Northern Ireland.

Royal Mail's universal postal service products, mainly purchased through [Post Office](#) branches or [online](#), are charged at the same price throughout the UK .

Online retailers and express carrier costs for delivery services are unregulated and delivery costs can vary. They vary depending on the decision to supply, the number of items it sends, the destination and the size of the items being sent. It is a commercial decision for parcel operators and retailers on the delivery price it charges to send items from GB to Northern Ireland.

What can I do if a retailer does not deliver to NI?

Online retailers can choose where they supply their products or services. Unfortunately, this means they are not required to serve particular markets if they deem it to be commercially unviable because of the costs associated with delivery.

We would encourage you to shop around to make sure you are getting the best value for money. Always [shop safely online](#) and make sure both the seller and the goods are legitimate. Before you buy your item, also check their terms and conditions about delivery, returns and exchanges.

## **Posting from Northern Ireland to Great Britain**

Are there any changes to posting a parcel from Northern Ireland to Great Britain?

No. There are no new requirements for consumers sending parcels from NI to GB.

## **Ordering from Republic of Ireland and mainland Europe to Northern Ireland**

Will I still be able to order from European Union countries?

Yes, there is free movement of goods between the EU and Northern Ireland. There are no declaration requirements for moving goods between Northern Ireland and the EU, including the Republic of Ireland, provided that the goods are moving directly.

Do Northern Ireland consumers have to pay import duty and customs fees when ordering goods from EU countries?

No, there is free movement of goods between EU and Northern Ireland. This means consumers can shop online with EU retailers without barriers or taxes.

I have received a parcel from an EU Country, and I am being asked to pay import duties and a handling fee, what can I do?

There are some cases where consumers in Northern Ireland are being incorrectly charged import VAT and parcel handling fees. If you live in Northern Ireland and have received a parcel from an EU country or ordered goods from an EU seller for delivery in NI but believe you have been incorrectly charged import duties and parcel handling fees, you may be able to claim back these costs.

To reclaim Import Duties, you should complete the following forms on the [gov.uk website](#).

- [use the form BOR286](#) if Royal Mail or Parcelforce delivered the goods
- [use the form C285](#) if a courier or freight company delivered the goods

For the parcel handling fee, this should be raised with the relevant parcel operator who is making the charge.

What can I do if an EU retailer does not deliver to Northern Ireland?

Online retailers can choose where they supply their products or services. Unfortunately, this means they are not required to serve particular markets if they deem it to be commercially unprofitable.

We would encourage you to shop around to make sure you are getting the best value for money. Always [shop safely online](#) and make sure both the seller and the goods are legitimate. Before you buy your item, also check their terms and conditions about delivery, returns and exchanges.

Can I post a parcel to an EU country?

Yes. You can post a parcel to a country in the EU in the same way you have done previously. The procedure remains the same and you do not need to attach a customs declaration form.

## **Other information on postal services**

### **Sending letters and parcels**

How to make sure your post and parcels arrive safely, and what you can do if things go wrong.

### **Online shopping and parcel delivery rights**

Your consumer rights when shopping online, what you are entitled to, and what to do if things go wrong.

## **Tax and customs charges**

Information for sending or receiving goods outside of the EU.

## **Postal scams**

Types of postal scams and what to look out for.