

Shipments to China - Tips & Tricks

Package:

1. Shipper- FedEx is the preferred shipper for sending packages to southern China. They have good infrastructure here and the tracking system works well up to our door. Please do not use UPS- they do not have the appropriate infrastructure or support facilities in Shenzhen area. Their tracking is not accurate once inside of China and they often use local couriers to complete delivery- quite a few packages are delayed and lost, plus they have very little pull with the China Customs Shenzhen Office. If you send a package via UPS and it gets stuck in the Customs, it is very likely that nobody will be able to assist. Please do not use UPS.
2. One big package will be better than several small packages: If you break a shipment into several small, high value packages on the same day, China Customs will assume the sender is avoiding the import duty intentionally.
3. The shipping address both in Chinese and English: The address label and bill of lading pack attached to most FedEx or DHL packages can get damaged or ripped off in transit- this is a serious problem. We have provided our address in English and Chinese text; please print a couple of copies and stick them at on 2 or 3 separate surfaces of the package, then completely cover the address info with clear packing tape to help prevent any damage.

Declared value:

1. The maximum value on each bill: The maximum value should be under \$250USD Any package declared value above that usually attracts a lot of attention from the Customs officers- delays and questions followed and often they are looking for more info that may be difficult for us to provide, then the package is rejected and sent back at the shipper's cost or surrendered to the Customs. Never send a package with the value over \$400 without discussion with our office so that we can give specific advice or recommendations.
2. If you have to send multiple packages, please separate them by at least a full working day between the pick-ups. This helps prevent them from landing at Customs on the same date and the possibility of attracting a lot of attention.

Commodity Description:

1. No matter what kind of goods are in the package, always add "ENGINEERING SAMPLE" and "No commercial value" to the description. For example, if there's a speaker in the package, just clarify it as "Speaker Sample – No commercial value." or "Engineering test and measurement sample – no commercial value". If it is a plastic part or something that does not move or make any noise, a good declaration is "Engineering evaluation sample – no commercial value".
2. Words to avoid: "Electronic or electronics", "Automotive, "Car", "Auto", "Power" or "powered" are ones that we know for sure would draw big attention at China Customs. Avoid them in the description.

Note that while we will do all that we can to get packages "un-stuck" from China Customs, it is usually very expensive and sometimes impossible to get them in at all. If you use our tips and tricks guide, most of time you will be in good shape, but the Customs staff are very unpredictable. Sometimes, it needs a great deal of luck.