

# DMA LOGISTICS UK LTD

## FREQUENTLY ASKED QUESTIONS/TERMS AND CONDITIONS

### 1. Can I do door to door shipping to anywhere in Sri Lanka?

Yes, you can, by providing the below;

Detailed packing list (each item should be listed)-No responsibility for missing items or custom duty.

**Agreed to pay** if there is any additional tax/duty, demurrage charges at the destination.

**Both shipper's and consignee's ID copy must be submitted with correct contact numbers**

**All the due payments must settle before loading of your cargo.**

### 2. How do we prepare the packing list?

We will be providing a list to be filled with our terms and conditions. You must list each and every item with quantities and the commercial value. If the list is not sufficient you may add an extra sheet and after filling the form you have to sign and date the declaration. **If the list is incomplete subject to custom duty at the destination.**

### 3. What are the restricted items?

Alcohol, Tobacco products, Tree/timber cutting equipment, Pet food, Ceramic/tiles/ bathroom and kitchen cupboards  
TEMPORARY RESTRICTED ITEMS

Cosmetics, Body spray, Turmeric, Urid Dhal, Mung Dhal, Spices, Oil

The Sri Lanka customs circular is attached for further reference. In many occasions Sri Lanka customs add new products to the restricted items without prior notice and those items will be destroyed and confiscated at the clearance. DMA will not hold any responsibility in such occasions.

### 4. Will my shipment get taxed at the destination?

**Duty tax is purely charged by the Sri Lanka customs and DMA will not hold any responsibility on such occasions. Duty /penalties can be charged on various reasons:**

If you pack any restricted/temporary restricted items.

If you pack any electrical/electronic items.

**If you pack any similar products more than 3 to 4**

If you pack any other taxable items (if you are not sure, please contact DMA team before packing)

**If you pack any commercial goods and commercial quantities**

If you pack any item out of your packing list

### 5. Is the Tax/Duty amount added to my price?

**If your shipment on door to door basis we will be not able to provide you an individual custom receipt for your tax amount as the customs not issuing individual invoices for door to door shipments. If you expecting an individual receipt you may have to plan your shipment on Door to depot (collecting from our nominated bonded warehouse in Colombo) This has to be planned before the shipment leaving from UK.**

### 6. Can I go to Sri Lanka customs and clear my cargo?

Yes, you can. We will send your cargo to our nominated custom bonded Warehouse, then you/ your consignee can clear your cargo personally. This has to be planned before the shipment leaving from UK.

Benefits of Door to Depot are.

\*We will offer reduced rate (please refer our price list)

\*You can avoid/minimize custom duty if you are eligible for tax allowance

\*Your package will be opened in front of you.

### 7. How can I track my parcel?

You can log on to our website [www.dmalogistics.co.uk](http://www.dmalogistics.co.uk) and type your invoice number and track your parcel

For more information please visit [www.dmalogistics.co.uk](http://www.dmalogistics.co.uk)

Agreed to all terms and conditions,

Signed,

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Name of the shipper/s

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Date

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Shipment Number