

Dear Clients,

As you may know, the UK has left the Customs Union and Single Market. This means that since January 1st, 2021, the UK and EU have been trading under the terms of the TCA.

As a result, customs regulations required in order to successfully ship goods have changed.

We are continuously focused on, and remain committed in, supporting you with this change.

We are currently offering the following 3 options to non-UK senders, ensuring your business can continue to trade smoothly.

Option 1

For any clients wanting a logistical solution that's both quick and dependable, then our internal DHL service offering is the perfect option for you. This option combines an already proven and reliable way of returning samples to the UK. By transporting your samples through the DHL's vast global transport network, it ensures efficient and swift transfers.

Our DHL option will handle all custom declarations for shipments to the UK for you, eliminating the need for you to have to fill out any additional package paperwork, as we will do this on your behalf.

DHL has been our primary courier since the beginning of January and has been working extremely well, giving us confidence in their service and in minimising disruption to our customers operations.

To apply for access to the account, simply contact your Sample kit supplier or account manager. Once set up, send us details of your Package to info@lubetrend.com where we will book the collection for you.

Another additional benefit to using our DHL service is the peace of mind of having a dedicated team to assist you should any issues arise.

NB In addition to the benefits above, we are working on developing an IT system alongside DHL that will integrate into our Lubetrend portal. This will allow you to make the sample collection bookings yourselves through the website – we will keep you posted on any updates regarding this.

Option 2

We are committed to offering alternative options to our customers, allowing you and your clients to choose which method of sending samples to the UK best suits you. Therefore, we have taken the unprecedented step of allowing our EU based customers to use our Hub in Germany to send us their sample kits. This option avoids you having to fill out any additional customs clearance information. This offering includes the free of charge transportation of samples from the German hub to us in the UK. However, you would be responsible for any charges in getting your samples to the German Hub.

Please note: This option may add additional day(s) onto the sample transit time, due to the re-routing involved in sending samples to our European Hub.

When using this option, your Samples are to be packaged as normal but MUST be addressed as below:

OIL LAB CONWY

C/O I.R.C.S. Logistik

Inhaber: Walter Pouwels

Warehouse: Tackenweide 25

D-46446 Emmerich am Rhein

We have daily collections scheduled from our German Hub, to us here in the UK.

*****Please note: Option 2 is only applicable for USED OIL – any fuel samples which are classified as UN1202 are classed as dangerous goods so must be sent via option 1 or 3*****

Option 3

You are of course welcome to use your own chosen courier service. We will still endeavour to provide you with as much information as possible to assist you with this process. However, it is important to note that when using your own courier, it is essential that you ask them what information they require you to include with your sample package, so that it clears customs without delay. Once you have the details of what your chosen courier will need, we will provide you with the information required which will assist you in completing the additional customs paperwork.

Any charges for importing samples will not be accepted by the receiver of the package and must be invoiced to the sender. Any customers using their own courier where they employ the services of customs clearance agents or brokers will be responsible for the additional surcharges applied. Any paperwork completed incorrectly will be the sole responsibility of the sender, but as a commitment to our customers, we will assist you in providing as much information as we can.