



Important information about the coronavirus: international exclusion zones

DPD EXPRESS

As of: 26 November 2020

A) EU shipping

The situation in Europe is easing more and more. Local restrictions are gradually being lifted so that express shipments can be delivered within one working day to almost all regions of Europe. Please note, however, that public authorities as well as companies and shops/shopping centres may have changed their opening hours, and your shipments may not be delivered as a result. Please check with your consignee for information about local conditions.

Service restrictions currently exist in the following EU countries (in alphabetical order):

- **Croatia**
A CE certificate is required for the import of medical equipment and personal protective equipment, including face masks.
- **France:**
The government has declared a lockdown until 1 December and all non-essential businesses will remain closed during this period. Services continue to be available.
- **Germany**
The German government has lifted the export ban on respirators, gloves, protective clothing and other medical protective equipment within the EU. In addition to EU member states, the protective equipment can also be sent to EFTA countries, the territories of the EU and to non-EU countries. For countries outside the EU, this prohibition remains in place.
The national regulation was lifted because the EU Commission has issued an export ban on protective equipment to non-EU countries.
Further information can be found in the Federal Gazette. For the import of face masks within the EU, confirmation from the manufacturer is required that they were manufactured in the EU.
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- **Portugal:**
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- **Spain:**
Please note that the import of medical products such as respiratory masks and gloves with DPD EXPRESS is only possible for importers with a licence.
- **Turkey:**
Saturday pickups have been suspended until further notice. The shipper requires a permit for the export of protective clothing, ethyl alcohol, perfume, disinfectants, hydrogen peroxide and meltblown fibres. In northern Cyprus the service is currently suspended by order of the authorities.



B) Worldwide shipping

Africa / Middle East

Due to suspended flights and alternative routing, there may currently be delays in delivery times to all those countries in the region where the service has not been suspended.

- **Saudi Arabia**

Registration with the Saudi Product Safety Programme (SALEEM) and its approval are required for the import of masks. In the case of masks falling under HS Code 63/07/90/97, for customs clearance importers need a certificate of conformity through registration in SABER. For all other types of masks, e.g. N95 breathing masks, surgical masks and paper masks, registration with the SFDA (Saudi Food and Drug Authority) and its approval are required for customs clearance.

America / Caribbean

Due to suspended flights and alternative routing, there may currently be delays in delivery times to all those countries in the region where the service has not been suspended.

- **Brazil**

The export of products related to Covid-19 such as masks, goggles, gloves, hospital beds and respirators is not permitted.

- **Cuba**

Services are currently not available due to suspended flights.

- **USA**

The import of over-the-counter and prescription medicines is strictly controlled and a detailed description of the contents of the shipment is required. The import of over-the-counter medicines by private individuals (B2C/C2C) is prohibited. For the shipping of personal protective equipment such as masks and gloves, the name and address of the manufacturer and details of the type of fabric must be provided.

Asia / Pacific

Due to suspended flights and alternative routing, there may currently be delays in delivery times to all those countries in the region where the service has not been suspended.

- **Australia**

The export of personal protective equipment such as masks, gloves and hand disinfectants is only permitted for personal use or to relatives or for humanitarian organisations or for Australian manufacturers, as well as for persons who had exported these commercially and are registered for Australian Goods and Services Tax and have an Australian Business Number.

- **China**

Due to restrictions imposed as a result of COVID-19 measures, delays may occur at Shanghai Airport in the customs clearance of import shipments. This concerns the service area of Shanghai, Suzhou and Hangzhou. Alternative plans are in place in order to avoid possible delays.

For the export of medical goods related to COVID-19 such as test kits, face masks, infrared thermometers and respirators, exporters need additional documents for customs information. A self-disclosure and a copy of the registration or screenshot of the registration on the China FDA website is required.

In addition, the medical goods must meet national quality standards, and this is checked by customs. Chinese suppliers must ensure that their medical goods are approved by China's food and drug authorities (FDA). For medical goods which are not registered with China's FDA, the exporter must check whether the manufacturer is on the "MOFCOM white list of medical goods". If this is the case, the shipment will be accepted. The Chinese exporter must attach the "Export declaration for medical equipment". Shipments from private person to private person up to a limit of 1000 RMB are not affected. All medical goods sent as B2B or B2C shipments must include the following documents in addition to the usual standard documents: a copy of the company's certification for the export of medical materials, certificate of registration for the production of medical materials, screenshot of the manufacturer/product registration on the China FDA website, and the manufacturer's quality assurance label for the product. The parcel couriers will check the contents and completeness of the documents at the time of pickup. For non-medical face masks, the exporter must check whether the manufacturer is on the "Black list of Chinese SAMRs". If this is the case, the shipment will not be accepted. The exporter must ensure that the manufacturer is on the "White list of MOFCOM face masks". The Chinese exporter and the importer must jointly sign a declaration for



export customs clearance. An email with all the shipping documents can be sent by the Chinese exporter to DPD for a preliminary check. If the check is successful, the Chinese customer receives a QR code which the courier then scans when he collects the shipment.

- **East Timor**

Service is available again up to a maximum of 70 kg as well as 32 kg per package and the maximum dimensions of 80x80x80 cm per parcel.

- **India**

The government has extended the lockdown on the entire country until 30 November. Regulations for business operations are issued by the authorities of the federal states and cities, depending on the severity of the pandemic locally. At present, deliveries are being made to more than 7,000 postcodes in India for customers who are allowed to operate according to the official regulations. Bookings to India are possible for these postcodes in the booking systems. It is also possible to send diplomatic mail. Pickups and deliveries outside the approved postal codes are still suspended until further notice. Deliveries for customers who are not operating or cannot be reached during the lockdown will only be made after the end of the lockdown.

- **Indonesia**

The export of face/breathing masks is prohibited until further notice.

- **Philippines**

The government has sealed off the country in different grades until 30 November. Service is possible in principle, but is not available in some areas that are locked down. Pickup and delivery will take place there only after the specified date.

- **Sri Lanka**

The government has imposed a lockdown in several cities. Pickups and deliveries are only possible for registered customers. Other consignments will remain in the service centre until delivery is possible again.

- **Taiwan**

A permit from the Ministry of Economic Affairs is required for the export of face masks/respirators. Paper masks are excluded from this.

Textile masks without filters can be exported with a statutory declaration.

With the permission of the Ministry of Economic Affairs, citizens can send up to 30 face masks to relatives abroad (blood relatives, up to 2nd generation) every two months from 9 April onwards. This requires prior online registration to receive a shipping number.

- **Thailand**

For the import of medical equipment such as masks, thermometers, glasses, antibacterial hand gel, diagnostic kits for the 2019-novel coronavirus, approval is required from the FDA (Food & Drug Administration), for which the importer must register personally with the customs office.

Medical equipment for personal use requires a sworn statement that it is not for commercial use. Allowed are surgical masks/disposable masks for six months (180 pieces/person) and two thermometers.

- **Vietnam**

A licence is required for the import of medicines/medicaments, regardless of their quantity or intended use. Private individuals cannot import medicines for commercial purposes.