



# Important information about the coronavirus: international exclusion zones

## DPD EXPRESS

As of: 9 August 2021

### A) EU shipping

The service in the EU is still available. Please note, however, that there may be delays in delivery times due to local restrictions in individual countries. Please also note that shipments to public authorities and buildings as well as companies and retail/shopping centres may not be delivered as a result of them being closed. Please check with your consignee 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. You can register for this [here](#) on the English-language page.
- **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. Further information can be found in the Federal Gazette.  
For the import of face masks within the EU, a confirmation from the manufacturer is required that they have been manufactured in the EU. More details can be found [here](#).
- **Portugal:**  
For the import of face masks within the EU, a confirmation from the manufacturer is required that they have been manufactured in the EU. More details can be found [here](#).
- **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. The Spanish language list of all affected products can be found [here](#).

### 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.

- **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.

- **Cambodia**

The government has imposed lockdowns for some regions and cities. In principle the service is possible, but it is not available in the locked down regions. You can enquire about service for individual postcodes.

- **China**

For the export of medical goods related to COVID-19 such as test kits, face masks, gloves, disinfectants, infrared thermometers and respirators, exporters need additional documents in terms of customs information. A self-declaration and a copy of the registration or a screenshot of the registration on the website of China FDA (Food & Drug Administration) are required. In addition, the medical goods must meet national quality standards, which will be checked by customs. Chinese suppliers must ensure that their medical goods are approved by the China FDA. For medical goods that are not registered with the China FDA, the exporter must check whether the manufacturer is on MOFCOM's "White List of Medical Goods". If this is the case, the shipment is accepted. The Chinese exporter must attach the "Export Declaration for Medical Equipment". Shipments from private person to private person are not affected up to a limit of 1000 RMB. All medical goods shipments which are shipped B2B or B2C must include the following documents in addition to the usual standard paperwork: a copy of the company's certificate for the export of medical materials, the registration form for medical material manufacturing, a screenshot of the manufacturer/product registration on the China FDA website, and the manufacturer's quality assurance label for the product. The couriers will check consignment contents and the completeness of the paperwork when the goods are collected. For non-medical face masks, the exporter must check if the manufacturer is on the "China SAMR blacklist". If this is the case, the consignment 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.

Due to Covid-19 measures, collection and delivery are suspended until further notice in the following cities and postcodes: Wuhu: 241006, 241007, 241060; Zhengzhou: 450015, 450063, 451151, 451163, 450061, 450004, 450061, 450099.

- **India**

Regulations for business operations are issued by state and city authorities, depending on the severity of the local pandemic. You can enquire about the service for individual postcodes. Pick-ups and deliveries outside the approved postcodes are still suspended until further notice. Deliveries for customers who are inactive or unavailable during the lockdown will not be made until the lockdown ends.

- **Indonesia**

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





- **Philippines**

The government has sealed off the country in different grades. 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 lockdown.

- **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.

- **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**

Due to Covid-19 measures the import of shipments to Ho Chi Minh City, Central and South Vietnam is suspended until 9 August.