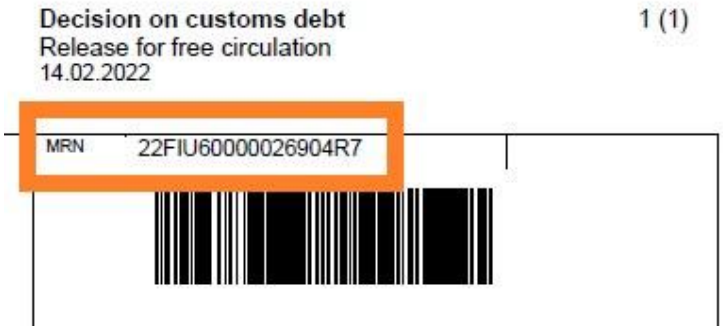
TULLI

Complete instructions, application for amendment of a customs clearance decision

1. Customs clearance decision to be amended

Enter the MRN- of the customs clearance decision (decision on customs debt). You can find the MRN in the top corner of the decision. If you have declared the consignment yourself in the Import Declaration Service for private persons, you can find the customs clearance decision for 90 days in the section “My declarations”.


Decision on customs debt 1 (1)
Release for free circulation
14.02.2022
MRN 22FIU60000026904R7

If a company has declared the consignment on your behalf, ask the company to provide you with the decision’s MRN.

2. Reason why I am applying for amendment

Select an option that applies in your case. You can select more than one alternative if applicable.

Also specify what details in the customs declaration/decision you wish to change (e.g. the value of the goods, the currency or the commodity code). Write for example that
”The goods were defective. I returned them to the seller.”
”I provided 30 euros as the value of the goods. The correct value is 50 euros.”

3. Bank account number of repayment recipient

Enter the number of the bank account to which the refund should be made. If you’re submitting the application on behalf of another person, enter that person’s account number.

Enter the account number inthe IBAN format without spaces. A Finnish bank account number always 18 characters (FI1234567890123456).

4. Applicant details

The applicant is the person in whose name the declaration was submitted. Enter the name and contact details of the applicant.

If you’re submitting the application on behalf of another person, select “I’m submitting the application on behalf of another person and I have a power of attorney.” The power of attorney is used to grant a person authorization to apply for the amendment.

You can fill in the required details in the power of attorney template, or use a free-form power of attorney. If the repayment is to be made to a person other than person in whose name the declaration was lodged, this must be mentioned in the power of attorney. The name of the account holder must be provided in the power of attorney, along with the number of the account to which the repayment should be made. The power of attorney must also show the date and the signature and printed name of the grantor of the authorisation.

Attach the power of attorney to the application.

5. Attachments

Always attach the order confirmation, invoice or some other similar document to the application. In addition, you should attach other relevant documentation depending on what you’ve provided as the reason for the amendment application under item 2.

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- **If the reason was ” A. I cancelled the purchase and returned the consignment to the seller”**, attach documentation that shows that the goods you ordered have been returned to a country outside the EU. The Documentation can be one of the following:
  - Parcel tracking details. You can attach, for example, a screen shot from Posti’s website or from OmaPosti that shows that the goods have arrived in the country outside the EU.
  - A message from the seller showing that the goods have been received outside the EU. Please note that providing proof of repayment of the money paid for the goods is not sufficient.
  - Address label attached to the parcel. The address must show that you have sent the parcel to a seller outside the EU.

- **If the reason was ”B. I received defective goods or the wrong goods”**, attach your correspondence with the seller about your complaint. The correspondence must show that the product was defective. In addition, attach documentation that shows that the goods you ordered have been returned to a country outside the EU. The documentation can be one of the following:
  - Parcel tracking details. You can attach, for example, a screen shot from Posti’s website or from OmaPosti that shows that the goods have arrived in the country outside the EU.
  - A message from the seller showing that the goods have been received outside the EU. Please note that providing proof of repayment of the money paid for the goods is not sufficient.
  - Address label attached to the parcel. The address must show that you have sent the parcel to a seller outside the EU.

- **If the reason was ”C. I provided incorrect information in the customs declaration”,** attach documentation showing the correct information. The document can be a receipt, for example**.**

- **If the reason was ”D. My parcel has been returned to the sender (consignor)”,** attach a piece of verification or documentation that shows that the goods you ordered have been returned to a country outside the EU. The documentation can be one of the following:
  - Parcel tracking details. You can attach, for example, a screen shot from Posti’s website or from OmaPosti that shows that the goods have arrived in the country outside the EU.
  - A message from the seller showing that the goods have been received outside the EU. Please note that providing proof of repayment of the money paid for the goods is not sufficient.
  - Address label attached to the parcel. The address must show that you have sent the parcel to a seller outside the EU.

- **If the reason was ”E. I’m applying for a reduced customs duty rate for the goods after their clearance”**, attach a proof of origin containing the relevant information. Read more about proving the origin of goods.

- **If the reason was ”F. Other reason”**, attach all documents that provide additional information on the matter.

Please note that if the consignment has been lost in Finland after the customs clearance, you cannot apply for a refund of the tax or duty. That is, Finnish Customs cannot refund the import taxes or duties in cases where the parcel has arrived in Finland but you haven’t received it and hasn’t been returned to the sender.

The attachments should be sent as an image file in jpg, png, tif or pdf format. The attachment can be an image taken with a mobile phone. Please do not send any links to websites.