

# International Shipping FAQ: Deliveries to the Middle East

We're committed to getting your maths resources into your classrooms as efficiently as possible. While we always aim for a seamless delivery, the journey from our door to yours involves navigating a complex global landscape. Currently, regional shifts and logistics disruptions in the Middle East can sometimes lead to unexpected transit delays or additional carrier fees.

These FAQs are designed to help you understand why these costs occur, how they are calculated, and what we're doing to minimise the impact on your school.

## 1. Will I have to pay customs charges?

Depending on the destination country, your order may be subject to customs duties, taxes, or import fees. These are typically set by local authorities and are the responsibility of the recipient.

## 2. What happens if my shipment is delayed at customs?

Customs clearance times can vary. In some cases, shipments may be held for inspection or processing, which can cause delays.

## 3. Can additional charges apply during customs delays?

Yes. If a shipment is held at customs for an extended period, local authorities or logistics providers may apply additional charges such as:

- Storage fees
- Handling charges
- Demurrage

These charges are applied locally and are outside of our control.

## 4. Will you inform me before any additional charges are applied?

Where possible, we will notify you before proceeding. However, in some cases charges may already have been incurred by the time we are informed.

## 5. What options do I have if additional charges arise?

If additional charges occur, you will typically have the option to:

- Pay the charges to release the shipment
- Delay the shipment (note: further charges may apply)
- Cancel the shipment (subject to return or disposal conditions)

## 6. Can I avoid these charges?

While we work to minimise delays and costs, customs processes are controlled by local authorities. Ensuring accurate documentation and responding quickly to any requests can help reduce the risk of additional charges.

## 7. What happens if I don't respond or pay charges?

If no action is taken, shipments may continue to incur storage charges and could eventually be returned or disposed of. Any associated costs may still be payable.

## 8. Why are these charges not included upfront?

These charges are not set by us and depend on factors such as:

- Local customs processing times
- Inspections
- Carrier handling

As a result, they cannot always be predicted in advance.

## 9. Who controls customs and these charges?

Customs authorities in the destination country control the clearance process and any associated charges. These are not set or managed by us.

## 10. What should I do if timing is critical?

If your order is time-sensitive, we recommend contacting us before placing your order so we can advise on the best shipping option and potential risks.