



# Tariff Classification Change of Service Delivery

## Customs Information Paper 27 (2015)

Who should read:	All customers who use the Tariff Classification Helpline
What is it about:	Change of Service Delivery for Tariff Classification advice
When effective:	1 September 2015
Extant until/ Expires	31 August 2016

### 1. Background

[Customs Information Paper 81 \(2014\)](#) (CIP) provided details about the review of the Tariff Classification Helpline Service. A formal consultation started on 26 November 2014 and ended on 18 February 2015. A trial of a structured email service for Tariff Classification advice ran in parallel with the consultation.

### 2. Results of the consultation exercise and email trial

This CIP confirms publication of the [Consultation Response document](#), which can be viewed on the GOV.UK website. Following analysis of the results of the consultation and the email trial, we will be changing the method of service delivery for Tariff Classification advice from a telephone service to an email service. This change will take effect from 1 September 2015.

### 3. New procedures for obtaining Tariff Classification advice

From 1 September 2015 the helpline will close. From that date all requests for classification advice must be made by email. The email request for advice must include the information shown on the template in the annex to this CIP. Each email request is for one product only.

Requests for classification advice should be emailed to:

[classification.enquiries@hmrc.gsi.gov.uk](mailto:classification.enquiries@hmrc.gsi.gov.uk)

A classification officer will email a response back to you providing you with classification advice based on the information you have supplied.

Please ensure the email request contains all the information we require, so that we can deal with your enquiry efficiently.

We aim to respond to email enquiries within one working day of receipt of your email.

Alternatively, you can use the on-line [UK Trade Tariff](#) available from the GOV.UK website to search for and classify your own goods.

In addition we will continue to operate our [Binding Tariff Information Service](#) which provides you with a legally binding written classification decision.

#### **4. Contacts**

For further information on this paper, please contact [Tariff Classification Policy](#), inserting 'email service' in the subject box.

Issued on the 20 July 2015 by Customs Directorate, HM Revenue and Customs (HMRC).

For general HMRC queries speak to the VAT, Excise and Customs Helpline on Telephone: 0300 200 3700.

[Your Charter](#) explains what you can expect from us and what we expect from you.

## Annex - Tariff Classification Enquiry (one item only)

Please email the information below to: [classification.enquiries@hmrc.gsi.gov.uk](mailto:classification.enquiries@hmrc.gsi.gov.uk)

\*mandatory information to be provided

*Company name (if applicable)	
*Contact name:	
*Contact number: (Please provide email address and a direct contact number, no switchboards)	
<p>*Please highlight the option which best describes your item:</p> <p><input type="checkbox"/> Agricultural/Chemical/Textiles/Ceramics (including food, drink, plastics, cosmetics, sports equipment, games, toys, clothing, shoes)</p> <p><input type="checkbox"/> Electrical/Mechanical/Miscellaneous (including vehicles, optical and measuring devices, machinery, musical instruments, metal, furniture, lighting, paper, printed matter, straw, glass, wood, jewellery)</p>	
<p>*Goods description: please include a detailed description of the product, this must include:</p> <ul style="list-style-type: none"> <li>• what the product is</li> <li>• what it is made of, if made of more than one material please explain</li> <li>• what it is used for</li> <li>• how the product works/functions</li> <li>• how it is presented/packaged</li> </ul> <p>Please see additional guidance below**</p>	
Envisaged code (please look at our website <a href="http://www.gov.uk/trade-tariff">www.gov.uk/trade-tariff</a> to assist you with this)	

\*\*Footwear – include type (shoe, boot, slipper etc.), upper material, outer sole material, heel height, for men / women.

\*\*Food – precise composition details by percentage weight of all ingredients to 100% and method of manufacture or process undergone e.g., fresh, frozen, dried, further prepared / preserved etc.

\*\*Chemical – include CAS No, liquid/powder/solid including % of ingredients.

\*\*Textiles – material composition, how it is constructed (knitted/woven), name of fabric.

\*\*Vehicles – age, engine type (petrol or diesel), engine size, new or used. If over 30 year's old, original condition? Everyday use?