



Aerona (Air & Sea) Customs Clearing Agents Ltd

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UK Dover Road -Inventory Import General Commercial Goods Road Clearance 2026

Service - Charges
Basic - Customs Clearance: £98.00
Silver – Customs Clearance: £140.00 – up to 2 additional HS Codes
Gold - Customs Clearance: £245.40 – up to 3 additional HS Codes
Additional commodity codes: £6.50 each

Additional services – only where required

- IPAFFS – £55.00
- Motis Inventory Link: £35 (If applicable)
- Hull/Immingham/Purfleet/ Killingholme Inventory link: £68(if applicable)
- GVMR - £55.00
- ELO -Envelope - £35
- T1/TIR/ATA discharge – £25
- Safety & Security – £15.50 where applicable
- Deferment – 3% or Minimum £50
- CDS Cash Account Fee – £50
- Examination / government agencies cost + Administrative +Disbursement fee of £75.
- Other third-party cost + Administrative +Disbursement fee of £75.
- Demurrage / Storage cost +Administrative & Disbursement fee of £75
- Out-of-hours clearance – applicable surcharge

Government / Port charges should not be confused with the customs broker's fee. For example, Dover Port Health's current 2026/27 charges for relevant SPS imports include £71 for a CHED-D document check, while other charges apply depending on the commodity and certificates.

Bronze – Basic Customs Clearance

This is designed for customers who have their own arrangements for dealing with port authorities and any problem arising after the customs declaration has been submitted.

Includes:

- Preparation and submission of the UK customs declaration.
- Standard customs clearance processing
- Customs entry confirmation
- Liaison with the customer regarding the information required to complete clearance processing.
- Notification when customs clearance has been completed.

Does not include:

- Dealing with port authority holds or examinations
- Resolving documentation problems with port authorities.
- Handling additional customs queries after the standard entry has been completed.
- Weekend, Bank Holiday, or same-day clearance after 4.30pm

If your shipment is selected for examination or held by port authority, we will charge additional £100 to help resolve any issues that may arise in order to get your shipment cleared and released.

Silver – Assisted Customs Clearance

This is designed for customers who want Aeron to provide additional assistance if their shipment encounters problems during the import clearance process.

Includes everything in Bronze, plus:

- Liaison with relevant port authorities regarding clearance issues.
- Assistance with documentation queries
- Follow-up on customs-related problems arising during the clearance process.
- Communication with the customer and relevant authorities.
- Assistance with resolving routine clearance delays.

Excludes:

- Physical attendance at ports or terminals.
- Specialist inspections or examinations
- Government, port, terminal or other third-party charges.
- Complex customs investigations.
- Extensive amendments or additional declarations.
- Same-day clearance after 4.30pm, subject to receiving complete documentation and the relevant authorities being available.
- Saturday, Sunday and Bank Holiday customs clearance
- Priority handling of clearance-related matters.

Gold – Premium Customs Clearance

This is designed for customer who want Aeron to manage the clearance process comprehensively, including out-of-hours requirements.

Includes everything in Silver, plus:

- Dealing with UK customs issues arising on arrival
- Liaison with port authorities and other relevant organisations.
- Comprehensive assistance with clearance related problems
- Management of routine documentation queries and follow-up
- Same-day clearance after 4.30pm, subject to receiving complete documentation and the relevant authorities being available.
- Saturday, Sunday and Bank Holiday customs clearance
- Priority handling of clearance-related matters.

Excludes:

- Government charges, port and terminal charges, inspections, examinations and other third-party costs such as Motis, unless specifically stated otherwise.
- Work outside the agreed scope of service.

Gold customers benefit from out-of-hours customs clearance at no additional Aeron clearance fee, subject to the availability of the relevant authorities and receipt of complete and accurate documentation.

Clearance requirement	Additional Service Charge
Same-day clearance after 4.30pm	£45.00
Saturday clearance	£100.00
Sunday clearance	£175.00
Bank Holiday clearance	£195.00

Important information

- These charges are in addition to the standard bronze and silver clearance fee.
- The charges relate to Aeron's customs clearance service and do not include third-party charges.
- Clearance remains subject to receiving complete and accurate documentation.
- Where customs or port authorities are unavailable, clearance may not be possible until the next available working period.
- Any additional specialist work will be quoted separately where necessary.

Charges Not Included in the Package Price

Unless specifically stated otherwise, the following are excluded from the bronze, silver, gold packages prices.

- Customs duties and import Vat
- Government fees and statutory charges
- Port, terminal and shipping-line charges
- Examination, inspection and attendance charges
- Storage, demurrage and detention charges
- Additional customs declarations or amendments outside the agreed scope.
- Specialist import licences, certificates or regulatory procedures.
- Physical attendance at ports, terminals or inspections facilities.
- Freight, transport and delivery charges.
- Other third-party charges.

Where additional work or charges are required, Aeronas will advise the customer wherever reasonably practicable and confirm any applicable costs.

Important Conditions of Service

Documentation:

The customer must provide complete and accurate commercial invoices, packing lists, commodity information, shipping/freight documents and any other information required for customs clearance.

Customs valuation and classification:

The customer remains responsible for ensuring that the information supplied to Aeronas is accurate. Aeronas may request clarification where necessary.

Port and customs authority decisions:

Aeronas cannot guarantee the release of a shipment where a decision rests with HMRC, Border Force, APHA, port authorities or another regulatory body.

Delays and additional work:

Where a shipment is delayed, inspected, held or requires work outside the selected service package, additional charges may apply.

Tax Payment:

All applicable customs duties, import VAT, third-party charges and Aeronas fees must be paid or arranged in accordance with the agreed payment terms.

Why Choose Aerona?

Professional Customs Clearance

Our experience team understands the importance of accurate documentation, timely communication and efficient customs processing.

Flexible Service Levels

Choose the level of support that suits your shipment and business requirements.

Transparent Pricing

Our service packages clearly explain what is included and what may incur an additional charge.

Personal Account Management

We believe in providing a professional responsive and personal service, with a consistent point of contact wherever possible.

Genuine Care with Every Consignment.

Whether you require a straightforward customs entry or more comprehensive clearance support, Aerona is committed to delivering a reliable and professional service.

Note:

Aerona's Bronze, Silver and Gold customs clearance packages cover different Levels of customs clearance support. The services included in each package are subject to the scope described above. Government charges, port and terminal charges, inspections, examinations, storage, demurrage, detention and other third-party costs are excluded unless specifically stated otherwise. Additional charges may apply where a shipment requires work outside the selected package. All customs clearance is subject to the receipt of complete and accurate documentation and the availability of the relevant customs and port authority system.

What we need from you.

Information Required to Complete the Import Clearance

To avoid delays, please provide the following information before the vehicle arrives:

Invoice/ Packing lists.

Importer and exporter EORI number

Name and address of shipper and importer with telephone number.

Letter of authorisation to act on your behalf.

Port health Certificate

Phytosanitary certificate

Details of the importer and exporter

Routing

ETD and ETA

Truck and trailer number if applicable

E & OE