



Customer Guidelines For International Shipping Fees Responsibilities

To Canada the [USMCA](#) exempts any US sales tax as the heaters are US made. The USMCA form and commercial invoice needs to be provided for the shipment.

All international shipments require the use of a customs broker, and the customer is responsible for paying for any associated fees.

For small shipments able to ship via UPS or FedEx, UPS or FedEx acts as the import broker and the customer will need to pay the "brokerage" fees and the importing country's taxes before delivery. UPS will notify them regarding the fees via email and we cannot negotiate or reduce these fees.

For shipments being sent via freight, the customer will hire a customs broker who will coordinate the shipment across the border for customs clearance. The customs broker will coordinate the payment of the fees with the customer.

Fees that the customer are responsible for may include:

- Export fees (depending on the country)
- Import fees
- Country specific taxes

None of these fees are included in the payment for the goods from Heating Green and are decided by the government.

Failure or late payment of fees may result in delayed delivery or can be returned to the sender. Failure of the customer or their hired customs broker to coordinate the crossing of customs can result in a returned shipment, the fees incurred by a return will be passed on to the customer for payment.

None of the fees related to customs clearance will be reimbursed by Heating Green.

Heating Green works closely with our shipping brokers to ensure that your equipment gets to the right place on time and in great condition.

Thank you!