International Post Corporation

New fee introduced for handling packages from non-EU countries

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From 1 November 2026, the European Union has introduced a handling fee for parcels containing goods arriving by post to the Member States of the European Union from so-called third countries. The fee is two euros for each item of the goods declaration. This fee is also charged for parcels containing goods worth over 150 euros if they are the subject of e-commerce.

In addition to this new fee, we remind users that from 1 July this year, the obligation to charge a fixed customs duty of three euros for each item of the goods declaration in parcels from e-commerce worth up to 150 euros has also been in force.

VAT on shipments of goods from countries outside the EU is charged as before: through the IOSS (Import One Stop Shop) system, when VAT is calculated when making an online purchase and paid together with the price of the goods, or, if it is not paid through the IOSS system, it is paid during import customs clearance along with a fixed customs duty and a handling fee.

Source: Croatia Post