

NZ Post recommences US parcel service for businesses amid tariff changes

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NZ Post General Manager of Export and International Solutions, Jared Handcock, says “we know how important it is for businesses to stay connected with their US customers, and we’ve worked quickly to bring on this new option, following the temporary suspension to parcel sending into the US announced last week.”

“While this sending option is available for new and existing businesses with an NZ Post account, NZ Post is committed to continuing the work needed to restore all sending options.”

NZ Post is also developing solutions for sending personal gifts to the US, which is one of the exceptions under the new tariff structure. Gifts valued at \$100 USD or less, sent from one individual to another, will be allowed to enter the US without any taxes or duties applied.

“We’re doing everything we can to make sending gifts and other items through our retail stores possible again soon. We will update customers as soon as we have this available. We expect this to be in the next week or so,” says Handcock.

Customers can stay up to date with the latest delivery updates at nzpost.co.nz/international-delivery-updates.

More about the new service to the US for business customers

This solution is available to all on-account NZ

Post business customers, including new sign-ups. While this new service provides a pathway for businesses or commercial operators, NZ Post acknowledges that personal senders, such as individuals sending parcels to friends or family, are still waiting for a solution. Currently, they can send letters and documents to the US, but parcel sending remains unavailable.

This follows NZ Post’s temporary suspension of selected parcel services to the US last week, triggered by new US tariffs and removal of the duty-free (de minimis) threshold. These changes require multiple updates to how items are declared, processed, and taxed. To ensure compliance, sending was suspended while the required changes are made across our processes and systems. From 29 August 2025 (US Eastern Standard Time), items sent from New Zealand to the US will be subject to duties and taxes, regardless of value, with the exemption of gifts.

Businesses interested in opening an account with NZ Post can find more information at nzpost.co.nz

Source: [NZ Post](https://nzpost.co.nz)