



CTT is supporting customers in the transition to new EU rules that end the exemption from customs duties for orders up to 150 euros.

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From July 1, 2026, the European Union will eliminate the exemption from customs duties for low-value purchases, up to €150, made outside the union, which will then be subject to customs duties.

The end of this exemption will imply changes in the purchasing processes in online stores and e-marketplaces, and may temporarily generate greater complexity in the customs clearance process. This involves a new fixed customs duty of three euros defined by the EU. This tariff applies to each type of product included in the order. The definition of product type takes into account the customs classification, its description, and the country of origin. The amount of duties paid will be determined by the Tax Authority, responsible for import authorization, based on information sent by the seller or the e-commerce platform used in the transaction.

CTT will be available to support customers during this transitional phase and minimize possible impacts on the delivery of orders originating outside the European Union.

For purchases originating from outside the EU, CTT recommends that customers confirm whether customs duties and VAT are included

in the price, thus allowing them to assess and pay import costs in advance. If they are not included, the cost of customs duties and VAT will be increased in Portugal by the cost of CTT's customs clearance services.

Shipments between individuals of a non-commercial nature (gifts) remain exempt from VAT and customs duties up to €45.

CTT warns of the importance of customers clearing all pending orders by June 29th, as the entry into force of the new customs regulations will impact orders presented to customs from July 1st, 2026.

It is also recommended to consult the FAQs, available on the CTT website, where all the information is contained and will be constantly updated.

To support customers in clarifying doubts and tracking shipments, CTT provides several contact channels:

- Customs Clearance Portal – Check the status of your process and handle



customs formalities simply and independently.

- Helena, the CTT virtual assistant – Available 24 hours a day on the CTT website and on WhatsApp to answer questions and provide support in navigating the services.
- Customer Support Line - Individuals: 21 047 16 16 (weekdays, from 8:30 am to

7:30 pm)

CTT will continue to monitor the implementation of these changes and provide updated information through its communication channels as needed.

Source: [CTT Portugal Post](#)