



Customs Service Scandinavia





Our route network

Links key ports with sea, rail and road connections across Europe

The route network is also a complete, one stop freight transportation tool. The range of routes and vessels lets you choose crossings that best suit you and your customers' needs. Some routes are served by Ro-Pax vessels and some are dedicated freight services designed specifically for accompanied and unaccompanied units.

The network is easy to access - wherever you are!

You can choose from a range of user-friendly, secure booking options and also our Customer Support Teams will be happy to take your calls and support you with your reservations on any Stena Line route.

Customs service



Scandinavia and UK

Through our experienced customs service team, we make sure to provide you with the best customs solutions for you.

Stena Line holds an Authorized Economic Operator (AEO) certificate in Sweden and Denmark. This means that our customs procedures are efficient and compliant. It also means that our customs clearance departments have access to quicker and more simplified customs procedures, which gives our customers a faster and more dynamic experience.

The extensive experience we have with imports, exports and T-documents in the EU countries and Norway enables us to provide an excellent and specialised service for our customers. We handle all types of declarations from all Scandinavian borders and ports of entry into these countries. Our Denmark-based team at the office in Frederikshavn can assist you with all customs service solutions in Norway, Denmark and Sweden and UK. Our team based at the border at Svinesund, Norway is in close contact with our office in Denmark, and will support you with customs solutions, including services for your drivers.



Denmark customs clearance

1. Danish clearance

Danish import, Provisional Storing (MIO), Complete Clearance (FUE) All customs procedure codes including regular sale, returned goods, temporary import etc.

2. EU clearance (procedure 4200)

We are specialists in the clearance of fish and industrial products irrespective of the place of arrival in Denmark. We can also help with intrastat reporting.

3. Danish export

We offer declarations from all Danish ports of entry. Often using the simplified procedure, meaning that there is no need to visit a customs office in Denmark before departing the country.

4. Unaccompanied factual arrival

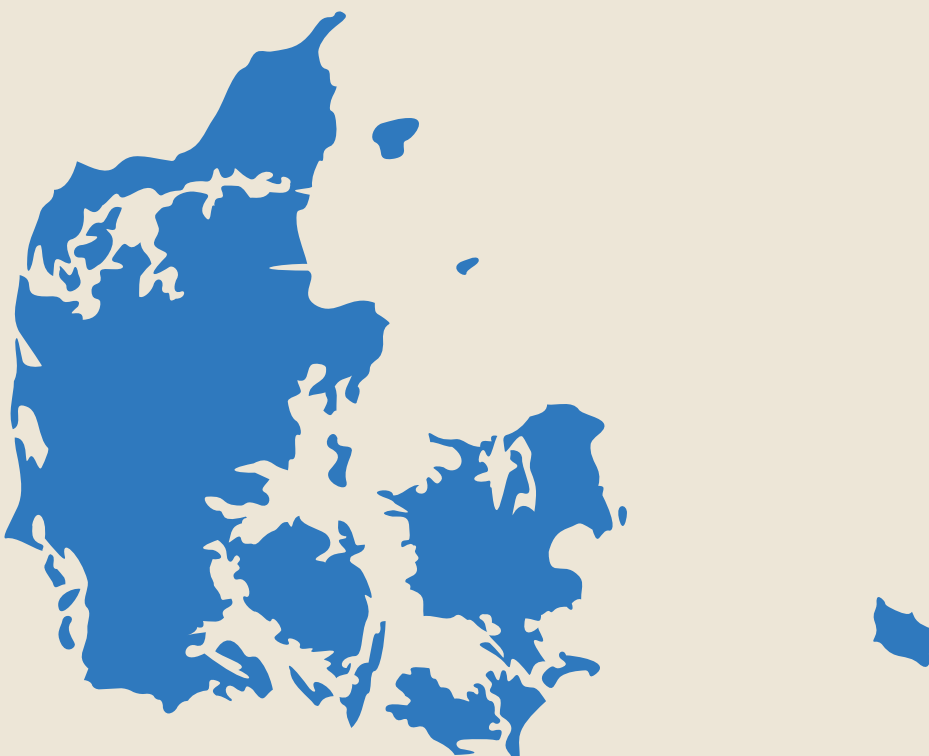
We offer the release of unaccompanied units shipped on our routes which have been cleared by a registrar other than Stena Line, cf. Danish legislation (clearance codes §38, §39).

5. NCTS – T-documents

We offer the start-up of Danish NCTS documents (T1 and T2). Often using the simplified procedure, meaning that there is no need to visit a customs office in Denmark before departing the country.

6. EUR1

We offer EUR1 documents on goods leaving Denmark.



Norway customs clearance

1. Norwegian import

Norwegian Direct clearance - irrespective of border crossing

- Registration cards
- Customs warehouses at Svinesund
- 'Tollpass' and 'ankomstmelding' (Arrival notice) at Svinesund

2. Norwegian export

Export declarations, all customs procedure codes.

3. NCTS T-documents

Incoming and outgoing start-up of T-documents at all borders.

4. Approved consignee

We offer closure of T-documents, following either a customs clearance, arrival notice or tollpass.

5. EUR1

We offer EUR1 documents on goods leaving Norway.

6. VAT reporting



Sweden customs clearance

1. Import clearance

We offer declarations from all Swedish ports of entry and all Swedish/ Norwegian borders.

2. EU clearance (procedure 4200)

We are specialists in the clearance of fish and industrial products irrespective of the place of arrival in Sweden. We can also help with intrastat reporting.

3. NCTS

Incoming and outgoing start-up of T-documents at all borders.

4. Swedish export

- Export declaration
- Intrastat
- Reports of monthly import/export statistics to SCB (Statistiska Centralbyrån) and/or Skatteverket
- Intrastat invoice



United Kingdom customs clearance

When exporting or importing goods to/from the UK your consignments are subject to customs clearance.

Our company is an customs-accredited Authorised Economic Operator (AEO) and our customs clearance team has many years of extensive experience in processing and completing customs declarations and clearance formalities on our many customers' behalf.

We provide a full range of convenient and safe customs clearances solutions to: Scandinavian companies exporting goods from all parts of the UK, including the import declarations of the goods when entering the EU, primarily Denmark, Norway and Sweden Scandinavian companies importing goods to Killingholme and Immingham.

1. Import clearance

2. NCTS

Incoming and outgoing start-up of T-documents at all borders.





Caring for customers

Stena Line is a family owned company and caring for customers, for resources and for each other is deeply rooted in our culture. We also care about what you think, so send us a line to freight@stenaline.com and let us know if you have ideas on how we can become better at what we do.

Stena Line Denmark A/S

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Member of the Danish Freight Forwarders Association and the Nordic Association of Freight Forwarders.

All services rendered are subject to the General Conditions of the Nordic Association of freight Forwarders (NSAB 2015). As contracting party cf. § 3 B the conditions limits the freight forwarder's liability for loss of, deterioration of, or damage to goods to SDR 8.33 per kilo and for delay to the amount of the freight, and for all other loss to SDR 100,000 in respect of each assignment (§ 21). As intermediary cf. § 3 C the freight forwarder's liability is limited to SDR 50,000 in respect of each assignment and totally in the event of any one occurrence to SDR 500,000 (§ 24). For storage, the total liability is limited to SDR 500,000 for damage occurring in the same occasion (§ 25). Special attention is directed to the network clause (§ 2); claims against the freight forwarder are statute-barred after one year (§ 28); and the lien on goods (§ 14) applies to both current and previous claims.