

CUSTOMS SERVICE

Scandinavia

Stena Line



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 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

Our experienced customs service team make sure to provide you with the best customs solutions for your transport.

Stena Line holds an Authorized Economic Operator (AEO) certificate in Sweden and Denmark, which means our customs procedures are both efficient and compliant. It also means that our customs service departments are qualified for more simplified customs procedures, which provides our customers with a faster and more dynamic customs clearance experience.

Our extensive experience with imports, exports and transit documents(T-documents) in the EU and Norway enables us to provide an excellent and specialized service for our customers. We handle all types of declarations to and from all Scandinavian borders and ports of entry. Our customs service team, based in Frederikshavn, Denmark, and Halden, Norway, can assist you with all customs solutions in Norway, Denmark, Sweden and our trusted partner can assist you with solutions in the UK.
Additionally, we can support your drivers in-person with customs matters at both offices.



DENMARK CUSTOMS CLEARANCE

1. **Danish import**
   Danish import including regular sale, returned goods, inward-/outward processing, temporary import, temporary Storing (G4, previously MIO) etc. Regardless of point of entry.

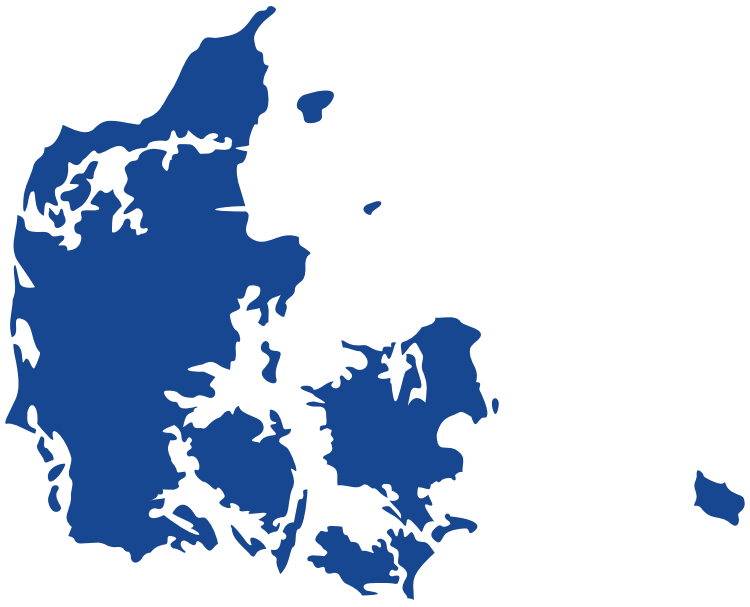
2. **EU clearance (procedure 4200)**
   We are specialists in clearance of fish and industrial products regardless of arrival point in Denmark. We can also assist with Intrastat reporting.

3. **Danish export**
   Danish export including regular sale, returned goods, inward-/outward processing, temporary export and other export customs procedures. Regardless of point of exit. Export declarations primarily using simplified procedure, eliminating the need to visit a Danish customs office before departing the country.

4. **NCTS – T-documents**
   Danish T-documents (T1 and T2) primarily using simplified procedure, so it is unnecessary to visit a customs office in Denmark before departing the country.

5. **Unaccompanied factual arrival**
   We offer the release of unaccompanied units (shipped on our routes) which have been cleared by a third party, cf. Danish legislation (clearance codes §38, §39).

6. **EUR1**
   We offer EUR1 documents for goods leaving Denmark.



NORWAY CUSTOMS CLEARANCE

1. **Norwegian import**
   Norwegian Direct clearance, for all customs procedures, regardless of border crossing. Starting September 15th 2026 all customs procedures for goods entering Norway will be handled in accordance with Digitoll.
2. **Norwegian export**
   Export declarations, for all customs procedure codes.
3. **NCTS – T-documents**
   Incoming and outgoing start-up of T-documents at all borders crossings.
4. **Approved consignee**
   We offer closing of T-documents, followed by either customs clearance, arrival notice or tollpass (until March 1st 2027).
5. **Digitoll**
   We can assist with creating Transport messages (MO) and connecting required documentation to fulfill the disclosure obligation.
6. **EUR1**
   We offer EUR1 documents on goods leaving Norway.
7. **VAT reporting**
   Assistance with Norwegian VAT reporting and compliance.



SWEDEN CUSTOMS CLEARANCE

1. **Swedish import**
   We offer clearance at all Swedish ports of entry and all Swedish/Norwegian borders.
2. **EU clearance (procedure 4200)**
   We are specialists in clearance of fish and industrial products regardless of place of arrival in Sweden. Additionally, we can also help with Intrastat reporting.
3. **Swedish export**
   Export declarations with start-up at Swedish customs or at chosen approved location.

Additionally;

- **Monthly import/export statistics reporting to SCB (Statistiska Centralbyrån) and/or Skatteverket**
- **Intrastat reporting**
- **Intrastat invoice**

4. **NCTS – T-documents**
   Incoming and outgoing start-up of T-documents at all borders.



UNITED KINGSOM 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.