

What to Expect as a US or European Customer

Our US and European customers are important to us and we want you to be satisfied with the service you receive from Twisted Road Cycle Gear Inc. We don't want there to be any unpleasant surprises. Therefore, it's important that you know what to expect when ordering product from Canada for shipment to your address in the United States or Europe.

1. Currency:

We've eliminated any currency concerns by making our pricing available in US dollars and Euros. No need to determine the exchange rate between various currencies. Simple.

2. Taxes, Duties, and Customs Clearance Fees – the Basic Facts:

Taxes and their application can be a confusing topic. Duties and customs clearance is often bewildering. So first, here are the facts:

As a US or European customer, your shipment is subject to review by your respective Customs Agency to determine if any duties or taxes are due upon import. As the "importer of record", you are responsible for paying any taxes or duties levied by your Customs Agency. We can not determine these in advance nor pay them on your behalf.

As the shipper, we must provide Customs Agencies a description of the shipment as well as its value in order to facilitate clearance. Even if an item is marked as a "gift", we are still required to indicate the value of the shipment on the package documentation. Customs Agencies have the right to open and inspect a shipment.

Some postal agencies levy a modest customs clearance (brokerage) fee associated with clearing your shipment through Customs.

3. So what does this mean in terms of additional costs?

The good news is that we didn't charge you any Canadian taxes required by our federal or provincial governments for Canadian residents. However, you may be required to pay federal or state taxes on the value of the shipment. We are not experts in US and European federal and state tax rates so we cannot advise how much, if any, tax you may be required to pay.

Under the North American Free Trade Agreement (NAFTA), our product should qualify as "duty free" and should not attract any duty for US customers. We are not expert in Canada/European trade agreements; as a worst case, European customers should assume that some duty may be levied based on the shipment value.

Respective postal agencies may levy a fee for customs clearance services. While the USPS has indicated to us that no fee would be assessed for US customers, we recommend you confirm this in advance of placing your order.

In short, please confirm with your local tax, customs, and postal agencies if any taxes, duties, or fees will be levied on your inbound shipment.