



GETTING OUT OF THE GREY

WITH EMD CUSTOMS BROKER & LOGISTICS CENTER

1

CONTACT US

Reach out to us via email or phone to explain your situation. Our team will guide you through what's needed to proceed

2

GATHER ALL AVAILABLE DOCUMENTATION

Collect any documents related to your shipment—such as the invoice, bill of lading, and proof of purchase

3

REVIEW AND PLAN NEXT STEPS

Share the documents with us. We'll assess and identify any missing items or fees to get your shipment compliant.

4

PAY ANY NECESSARY DUTIES OR FEES

We'll inform you if there are outstanding fees or duties and how to pay them to allow customs to release your shipment

5

CUSTOMS PROCESSING AND INSPECTION

Customs verifies that everything is in order. We stay in contact to provide any additional information or documentation.

6

RELEASE AND DELIVERY

With all compliance steps complete, your goods are cleared and ready for pickup or delivery to your chosen location



Visit our Website

Call Center :

+714 - 455 - 9109

Email us at:

customer.service@emdcustoms.com



6 FREQUENTLY ASKED QUESTIONS

About Stuck Grey Import Shipments



1

Why Is My Shipment Stuck at Customs?

Customs may hold goods if they come through a “grey import” route, meaning they were shipped without the full paperwork or authorization usually required. This can happen when items are imported outside official channels to reduce costs or bypass certain regulations.

2

Can I Still Get My Shipment Released?

Yes, most likely! Once all required documentation and any missing fees are addressed, customs will release the goods. We'll guide you through this to get your shipment moving again.

3

What Documents Do I Need to Provide?

Typically, customs will need:

- a bill of lading
- commercial invoice
- proof of purchase
- & potentially others.

If you're missing anything, we can help determine what's required for your shipment specifically.

4

Will I Have to Pay Extra Fees?

Possibly. Grey imports sometimes skip customs duties initially, which may mean extra fees now. We'll confirm any fees or duties that customs specifies.

5

What Should I Do Differently Next Time?

To avoid delays, consider working with authorized distributors, as their shipments typically include all required paperwork and customs duties. This ensures faster and smoother clearance.

[Click here to see our regular import process steps & FAQs.](#)

6

How Can I Avoid This Happening Again?

When ordering internationally, ask the seller if the shipment will follow official customs clearance. Authorized imports, though sometimes higher in cost, offer quicker processing and peace of mind.

