

Report Goods Damaged by CBP

A U.S.-based distributor placed an order with an international supplier for goods that were subsequently inspected by U.S. Customs and Border Protection (CBP). Because the goods were not properly repackaged, the parts were severely damaged in transit causing a financial loss to the importer. CBP bears no financial responsibility or liability even if their negligence contributed to the damage of the goods.

ERAI has begun documenting these types of incidents in an effort to demonstrate to Customs the importance of proper handling and repacking. Our objective is to raise awareness and provide feedback from the industry that might lead to changes in how shipments containing sensitive devices are inspected and repackaged. Your input is vital. If you receive a damaged shipment that is the result of improper handling or repackaging by CBP, please submit a report to ERAI at

http://www.eraí.com/customuploads/ERAI_CBP_Damage_Report.docx.



U.S. Customs and Border Protection



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