

Import Basics

It's easier than you think!

STEP 1

Request a quote & receive a freight estimate. Your freight estimate is only valid for 15 days.

STEP 2

Sign and pay. Ensure that you have provided the correct delivery address: i.e. port to port or port to door?

STEP 3

Acquire a broker. Your broker will know exactly which documentation you need and which taxes and duties need to be paid.

STEP 4

Provide OTW Safety with your broker's contact information.
We will supply essential documentation such as the commercial invoice and USMCA certificate of origin..

STEP 5

Acquire a broker. Your broker will know exactly which documentation you need and which taxes and duties need to be paid.

STEP 6

Pay your broker taxes and duties. Your order will not be released from customs until this has been done. OTW will not cover brokerage fees, taxes and duties

STEP 7

Receive or pick up your order!

OTW SAFETY

How to Import OTW Safety Products:

Due to the inconsistency of port deliveries, port orders may take up to **two months** to reach their final address. If your order is time-sensitive, please consider placing your order a few months in advance in order to avoid serious delays. Unfortunately, port delays are out of our control but we will do our best to get products shipped out as soon as possible and communicate the status of the orders. **This does not apply to recipients based in Canada or Mexico.**

To start:

Request a quote and receive your freight estimate. The freight estimate is only valid for 15 days. Once you are satisfied with the quote, you will need to pay and sign for your order. Payment method varies from country to country. Canadian customers can pay through Quickbooks but other customers will need to pay via ACH transfer or wire transfer.

When completing your order, be sure to indicate whether the order should be delivered port to port or port to door and include the final delivery address if different from the company address.

Acquire a broker:

Customs brokers are international trade experts. A customs broker works with importers to check that the documentation is in place for the products being imported. They will also inform you of tax and duty costs, which you will pay to them.

Local brokers will know exactly which documentation are required and which taxes and duties need to be paid. You will need to provide us the contact information of your broker as we will provide essential documentation such as the commercial invoice, USMCA (used to be NAFTA) certificate of origin and shipper's letter of instruction.

You will need to pay your broker taxes and duties. Your order will not be released from customs until this has been done. **OTW Safety cannot cover brokerage fees, taxes and duties.**

If you are a distributor drop shipping to Canada, please communicate the cost you will be charging customers to OTW Safety. Otherwise, the original pricing will appear in the shipping documents

OTW SAFETY