

D. Key Advice for Online Shoppers

To avoid confusion, delays, or unexpected charges:

- **Check all costs** and review return/refund policies before confirming purchase.
- **Delivery is not immediate** – shipping and clearance formalities may take time.
- **Some goods need permits** (e.g., phones, medicines, plants, ICT equipment).
- **Always verify website authenticity.**
- **Use secure payment methods.**
- **Protect your personal data.**

The Ministry of Commerce and Consumer Protection urges all online shoppers to be fully informed about the process of receiving parcels from abroad. While online platforms may offer quick checkouts, international delivery involves **customs clearance, regulatory requirements**, and delays that are **beyond the control of courier services**.

Before placing any order, consumers should:

- Check applicable **duties, taxes, and permit requirements**
- Be aware of potential **delays** due to inspections or authorisations
- Use trusted tools like the **MRA's eCourier platform**
- Seek information from regulatory bodies

To avoid disputes or delays, always seek clarification from your service provider as a first step before escalating to regulatory bodies such as the MRA or the Postal Authority (ICTA).

An informed shopper is an empowered shopper. By understanding the process, you help ensure a fair, safe, and streamlined online shopping experience. The Ministry counts on your vigilance and cooperation.

IMPORTANT NOTICE

Not all charges are under the control of the postal or courier service providers. Charges such as Customs duties, Excise duties, Value Added Tax, Mauritius Cargo Community Services (MACCS) fees and regulatory clearances are separate and mandatory, based on applicable laws

Other Charges

Additional charges include	
Brokerage Fee	Depends on courier service
MACCS Fee	Rs 57.50 (VAT incl.) as at August 2025
Delivery/Processing Fees	Depends on courier service
Permits or Authorisation Fees	If applicable

- For queries related to customs (duties & taxes), please contact:

MRA Customs

☎ 202 0500 | ✉ customs@mra.mu

- For queries related to delivery & other postal services, please contact:

ICTA / Postal Authority

☎ 211 5333 | ✉ info@icta.mu

- For any other related queries, please contact:

Ministry of Commerce and Consumer Protection

☎ 460 2500 | Hotline: 185 |

✉ consumerpu@govmu.org



Ministry of Commerce and Consumer Protection

Information on the Importation of Parcels Through Courier and Postal Services

In light of the increasing number of queries and complaints arising due to certain misconceptions from the public regarding duties, taxes, and other charges applicable on parcels ordered on e-Commerce platforms across national borders, but delivered by courier licence holders within the Mauritian jurisdiction, the Ministry of Commerce and Consumer Protection, in collaboration with the Mauritius Revenue Authority and the Information and Communication Technologies Authority/Postal Authority, wishes to provide the following clarifications and guidance to online shoppers in Mauritius:

A. The Role of Different Entities

The process of ordering goods online and receiving them in Mauritius involves multiple customer touchpoints and authorities:

- **Courier Companies** and **Mauritius Post** are responsible for receipt and delivery of parcels. **Brokerage fees** and **basic service** or **handling fees** are charged by them.
- **Mauritius Revenue Authority (MRA)** – MRA Customs handles customs clearance and collects applicable duties and taxes.
- **Other Government Agencies** (e.g., Information Communication Technologies Authority (ICTA) /Postal Authority, Pharmacy Board, Ministry of Agro-Industry) may intervene in accordance with applicable laws.

B. Categories of Parcels for Customs

Clearance

MRA Customs classify parcels into four categories:

Category	Description	Clearance & Charges
I	Documents/ Correspondence (No commercial value)	Cleared immediately; no fees/duties/ Taxes are applicable
II	Personal Items ≤ Rs 1,000 (Not Intended for Sale)	No duties/taxes are applicable; handling and brokerage fees may apply
III	Personal Items > Rs 1,000 (Not intended for Sale)	Requires a simplified customs declaration via E-courier Platform. Duties and taxes are applicable after deducting the exemption of Rs.1,000, as applicable, on the value of the goods. Handling/brokerage fees shall apply and will vary depending on courier services.
IV	Goods imported by companies or individuals which are intended for sale	Requires a full customs declaration (Bill on Entry) to be submitted by a licensed Customs broker. Exemption of Rs.1,000 will not be granted on the value of the goods when calculating duties and taxes as in the case of category III above.

C. Additional Clarifications

- Duties and taxes are calculated on the CIF value (**Cost + Insurance + Freight**).

• Exemptions and Limitations:

The following goods are **not entitled** to the Rs.1,000 exemption: Tobacco in any form, wine and spirits, arms and ammunitions and, goods intended for sale.

• Multiple Parcels

Parcels arriving on the same flight and addressed to the same person are treated as a single consignment for the purpose of calculating duties and taxes.

• Filing Declarations

You may avail the services of the courier service provider for clearance purposes whereby you shall be required to provide your particulars such as NIC or passport number and upon payment of a fee charge by the courier service (the rate may differ depending on the courier chosen). Or you may submit a self-declaration on the E-courier platform by accessing the following link:

<https://eservices21.mra.mu/login>.

Duties and taxes may be paid through mobile payment.

• Permit Requirement

Customs cannot release items needing permits until proper clearance is obtained. Prohibited goods such as toy guns with projectiles, roll your own cigarette papers, electronic cigarettes etc. will be seized by Customs and a fine will be imposed on offenders.