

CIRCUMVENTING A POTENTIAL CUSTOMS ISSUE

THE CHALLENGE

ICAT's client, a distributor for a well-known museum in New York City, had one of their suppliers overseas exporting items to the United States from Portugal. Being one of the stricter countries when it comes to customs, the supplier wasn't able to provide the necessary documentation required by customs at the origin.

THE SOLUTION

Due to this mishap, ICAT's agent was unable to act as the exporter until the issue was resolved. After exhausting all other available avenues, the international team at ICAT requested the supplier arrange for a delivery from Portugal to Sweden, and then export from there to the United States.

THE RESULTS

The supplier worked directly with ICAT's agent in Sweden. Because clearing freight through customs is not as extreme in this country, Swedish customs accepted the supplier's freight and imported it directly to the United States.

Throughout the entire process, the ICAT team made sure to:

- Follow up on a regular basis with the customer
- Work with the supplier and agent overseas
- Help provide the proper documentation
- Find a solution to get the freight through customs

