



DIAN



GUIDE

**FOR YOUR SHIPMENTS TO ARRIVE IN  
COLOMBIA WITHOUT ANY PROBLEMS**

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## 1. What companies provide postal and express delivery services to Colombia?

The company Servicios Postales Nacionales S.A.S. and the companies legally authorized by it.

Specialized courier companies authorized by the DIAN. See the list [here](#)

## 2. What requirements must postal and express deliveries adhere to in order to enter the country? These are the main ones:

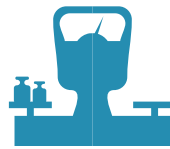
### Value



Up to USD 2,000\*

\*From the United States of North America

### Weight



Up to 50 Kg

### Dimensions



Up to 1.50 m

In any of its Dimensions\*

*\*Applies only to shipments by Servicios Postales Nacionales S.A.S. (4-72).*

## 3. What goods are prohibited from entering the country by postal service?

Do not ship merchandise with legal restrictions, such as weapons or products used for the production of narcotics, or drugs that are not authorized by the Ministry of Health and Social Protection. Also, do not ship more than six (6) units of the same merchandise, nor products that require approval from health authorities to enter the country.

None of the goods prohibited in the Universal Postal Union (UPU) Convention. At this [link](#), in article 15, you can find the complete list of non-admitted shipments.

### Some examples:



Cell phones that do not comply with the requirements of Decree 2142 of 2016



Chemical, biological and nuclear weapons.



Firearms, bladed weapons, and/or their parts.



War toys.



Coins, bank notes, paper money, bearer securities, traveler's checks.



Gold, silver, platinum, precious stones, jewelry and other precious objects.



Narcotics and psychotropic substances.





Explosive, flammable or dangerous materials.



Nuclear waste and toxic waste.



Live animals.



Improper merchandise according to international conventions to which Colombia has adhered or may adhere.

#### Others, such as:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Food                                  | <input checked="" type="checkbox"/> Medical equipment and its parts                              |
| <input checked="" type="checkbox"/> Refrigerated items                    | <input checked="" type="checkbox"/> Air conditioners, Heaters                                    |
| <input checked="" type="checkbox"/> Alcoholic beverages                   | <input checked="" type="checkbox"/> Batteries containing chemical products - "Dangerous Goods"   |
| <input checked="" type="checkbox"/> Medicines                             | <input checked="" type="checkbox"/> Fire extinguishers   |
| <input checked="" type="checkbox"/> Cosmetics                             | <input checked="" type="checkbox"/> Radioactive materials  |
| <input checked="" type="checkbox"/> Seeds                                 | <input checked="" type="checkbox"/> Furs or fur articles   |
| <input checked="" type="checkbox"/> Plant products                        | <input checked="" type="checkbox"/> Blood  |
| <input checked="" type="checkbox"/> Plants                                | <input checked="" type="checkbox"/> Fertilizers  |
| <input checked="" type="checkbox"/> Raw materials for food manufacturing  | <input checked="" type="checkbox"/> Poisons  |
| <input checked="" type="checkbox"/> Military apparel                      | <input checked="" type="checkbox"/> Hallucinogenic products                                      |
| <input checked="" type="checkbox"/> Used clothing                         | <input checked="" type="checkbox"/> Equipment and its parts for closed-circuit television (CCTV) |
| <input checked="" type="checkbox"/> Liquid or dangerous chemical products | <input checked="" type="checkbox"/> Gunpowder and explosives.                                    |

#### 4. To avoid inconveniences, remember:

- \* The shipment must arrive in Colombia with an INVOICE or equivalent document.
- \* Customs duties (tariffs and sales tax) are calculated based on the purchase price, plus the cost of freight and international insurance, not on the insured value of the shipment. The amount paid must match the amount on the invoice, and the invoice must match the amount declared on the shipping document (postal waybill or air waybill) issued by the postal forwarding company.

#### 5. On the payment of VAT, please note:

Under Law 2155 of 2021, shipments entering the country via express delivery or postal services will be exempt from value-added tax (VAT) if their value does not exceed USD 200 and they originate from countries with which Colombia has signed a free trade agreement or treaty exempting such shipments from VAT.

To receive this benefit, shipments must not be of a commercial nature.

## 6. What happens if the shipment does not meet the requirements?

If the shipment does not meet the requirements for express delivery and standard mail, the goods may face one of four possible outcomes: **Customs value reassessment:**



If the declared value of the shipment does not match the actual value of the goods, the tax authority will adjust the customs duty payment based on a proposed value consistent with the goods.

### Change of shipment method:



This occurs when a shipment does not meet the requirements to be classified as regular or express mail, even though it was declared as such. In such cases, the merchandise will be transferred to a warehouse and must undergo a different import procedure.

These changes result in additional costs, storage fees, and the need to obtain approvals (when required), among other things.



### Abandonment:

If, one month after the goods arrive in the country, they have not met the requirements for postal or express deliveries, or have not been re-shipped to another destination, they will be deemed abandoned. From that point on, individuals have one month to claim it, paying customs duties and an additional redemption fee of 10% of the customs value (invoice value plus freight and international insurance). If the shipment is not claimed, it is deemed abandoned in favor of the Nation and can no longer be recovered.

For the National Postal Services Company S.A., abandonment operates within the time determined by its regulations.



### Direct seizure or confiscation.

This occurs when the goods are prohibited, not described, or not listed on the shipping document (mail waybill or air waybill) or express manifest (a document that lists each of the shipping documents corresponding to goods entering the country via mail and express shipments).

## 7. If the value of the shipment is disputed, can I exercise my right to defend myself?

Yes. To do so, you must submit the invoice or equivalent document through the DIAN's official channels or via the postal service operator or intermediary, providing proof of the price paid for the goods within 2 days of the date of the request.

Claims made will be processed as [right of petition](#), in accordance with the provisions of Law 1755 of 2015.

**Attention:**

Avoid fraud; do not use "unauthorized customs brokers" Remember that Customs intermediation is only possible through authorized customs agencies.

Check them [here](#).

You can check the status of your shipments on the websites of Servicios Postales Nacionales S.A. or specialized courier companies.

To learn more about postal traffic and express deliveries, visit:

[Mail and express delivery services dian.gov.co](http://dian.gov.co)

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