

Flowchart: What to Do If Your CITES Shipment Is Held at Customs

Your shipment has been held at customs.

You received a customs notice about an international postal item.



Why did customs stop my package?

Your shipment has been detained by customs due to potential inclusion of items regulated under CITES.

CITES regulations apply not only to live animals and plants, but also to their parts and derivatives.

Even processed products—such as leather goods, cosmetics, musical instruments, and traditional medicines—may require following certain procedures if they contain CITES-listed species. Please follow the steps below to determine which actions to take.

Do you know which animal or plant species are used in the item?

Yes

Has the scientific name of the species been identified?

Yes

Is the scientific name listed in any of the CITES Appendices (I, II, or III)?

Yes

For information on the status of your shipment, please contact the customs office listed on the postcard (the office indicated on the postcard).
As the postcard was issued by customs and not the CITES Management Authority of Japan, we cannot identify your package using the reference number provided on it.

No

Check with the exporter for the details.

[Please refer to CITES Appendices](#)

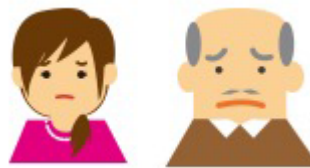
No

No

No CITES permit or certificate is required.

Please obtain a document from the exporter that indicates the scientific name of the species (such as an invoice with the scientific name listed), submit it to customs, and then proceed to collect your shipment.

Are items sent by friends or family also subject to CITES regulations?



Are items purchased from overseas for personal use also subject to CITES regulations?

Even if the shipped item is intended for personal use, CITES procedures are required unless it qualifies for one of the personal exemptions listed below.

For example, regardless whether you purchased the item from an overseas store via the internet, or if a friend or family member bought it and sent it to you, a CITES permit or certificate is still necessary.

NOTE: personal use (individual exemption)

- Personal effects (e.g., bags carried while traveling, wristwatches)
- Occupational tools (e.g., instruments for musicians)
- Moving belongings (e.g., household goods, pets)
- Souvenirs for personal use (only those listed in CITES Appendix II)

[For more details, please click here. Individual exceptions](#)

To import the item into Japan, you must first obtain a CITES permit or certificate issued by the Management Authority of the exporting country.

If you have a CITES permit or certificate

[Please refer to Imports of goods related to CITES](#)

If you do not have a CITES permit or certificate

Please take one of the following actions.

1. Return the shipment (postal item) to the exporting country, obtain the necessary CITES permit or certificate, and re-import it.

2. Cancel the import and return the item to the exporter. (Please consult with the exporter regarding return shipping costs.)

3. Abandon the shipment voluntarily.

A CITES permit or certificate must be issued by the exporting country before the item is exported. To obtain this document, please return the shipment (postal item) to the exporting country and request the exporter to apply for the permit or certificate from the appropriate CITES Management Authority. Procedures under Japan's Foreign Exchange and Foreign Trade Act (FEFTA) may vary depending on the contents of the shipment. Once the CITES permit or certificate has been obtained, please check what procedures are required under FEFTA.

For information regarding the handling of your shipment (postal item), please contact the customs office listed on the postcard.

[Please refer to Import Flowchart](#)