



BURNARD
International
FREIGHT SERVICES

Misplaced Client Code?

Client codes

A client code is a unique number that identifies an importer and exporter. Client codes are only issued to New Zealand entities (such as registered New Zealand companies).

A client code is required as part of the import and export entry clearances for shipments in excess of NZ\$1,000.

If you think you may already have a client code, please get in touch with our National Contact Centre.

Make a general enquiry

For all general Customs enquiries, please get in touch with our National Contact Centre on the numbers listed below. These numbers and email address are monitored from Monday to Friday, 7:00 am to 6:00 pm (excluding public holidays).

National Contact Centre Contact:

Free phone within New Zealand: 0800 428 786 (0800 4 CUSTOMS)

Calling from Australia free phone: 1800 301 861

Calling from overseas: +64 9 927 8036

Fax within New Zealand: 09 927 8019

Faxing from overseas: +64 9 927 8019

Email: feedback@customs.govt.nz

Credit card payment phone line (until Friday 25 July 2014) Monday to Friday, 8:30 am - 4:30 pm
0800 388 437