

Useful Contacts

Border Force Enquiries (imports) 0300 073 2119

Border force Enquiries (Exports) 07979 924201

Border force enquiries (email): ashfordsevingtoninternationaltrade@homeoffice.gov.uk

HMRC Enquiries: 07385 406999 // 01233 502331

HMRC Enquiries (email) sevibf@hmrc.gov.uk

Complaints regarding the IBF at Sevington – Complaints.Sevington@hmrc.gov.uk

National Clearance Hub Technical Team 0300 322 7904

Food Standards Agency imported.food@Fsa.gov.uk (Plastics, Fish and HRFNOAO)

Environment Agency England 03708 506 506

APHA's Centre for International Trade – Carlisle, email: exports@apha.gov.uk

Telephone: 03000 300 201

Any urgent BTOM import queries for plants and plant products across England and Wales should be directed to the Animal and Plant Health Agency (APHA), by email, in the first instance: phsi-importers@apha.gov.uk

Alternatively, you can contact them by telephone: +44 (0) 3000 200 301

If you need technical help with IPAFFS you should call the Animal and Plant Health Agency (APHA) helpline on 0330 041 6999 or email APHAServiceDesk@apha.gov.uk