



Guide

List of customs offices



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Guide to the list of customs offices

1 The main points at a glance

The Federal Office for Customs and Border Security (FOCBS) has customs offices all over Switzerland providing a variety of services. Not all offices provide services for private individuals and companies.

Essentially, there are two types of customs office:

- offices dealing with private individuals (personal goods, pets)
- offices dealing with companies (commercial goods traffic)

Within these two categories

- there are exceptions. If you move to Switzerland as a private individual, you must declare your personal belongings (known as "household effects") at a customs office for companies.
- a distinction is made between staffed and unstaffed offices.

Staffed offices are in turn divided into those that are open 24 hours a day all year round, and those that are only staffed at specific times (e.g. Monday to Friday from 7am to 12 noon).

The table on page 4 contains a short overview of the services provided by each type of office.

You can use our list of customs offices to filter according to various criteria, depending on what service you require. You can also find information on the opening hours or addresses of individual customs offices, allowing you to find out quickly and easily which office will be able to help you and when.

1.1 The filter function

When you call up the list of customs offices, a filter window appears with five options:

- I am a company and it concerns merchandise
- I am a company and it is a question of entering or leaving the country with an ATA carnet that has already been opened/used. This can be stamped at any of our staffed customs offices during clearance hours (commercial goods traffic and/or tourist traffic)
- I am a private individual and it concerns removal goods, marriage property, inherited property, road vehicles, boats or packages from abroad
- I am a private individual and it concerns something else such as the importation of animals
- I am a company or a private individual and it concerns precious metals control (when you click on this option, you will be automatically forwarded to another FOCBS page, where you will find the addresses and contact details for precious metals control).

If you are not sure if you should enter your query as a company or private individual, the table below provides information on the category definitions:


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What is a private individual?	What is a company?
<p>Private individuals, goods intended for your own use or as a gift, goods which are not intended to be sold or traded, customs term: tourist traffic</p> <p>This does not include:</p> <ul style="list-style-type: none"> - Deliveries on behalf of a person for a fee (e.g. furniture) - Goods transported by farmers and restaurant owners for their own business - All services performed for a person under a contract for works (e.g. delivery and installation of a kitchen in a home) - Postal and courier consignments (see "Online shopping, postal and courier consignments") <p>In such cases, the customer is treated as a company.</p>	<p>Companies, commercial purpose, focus on profit-making, customs term: commercial goods traffic</p> <p>Use of goods in companies, in one's own firm or restaurant but also deliveries on behalf of another private individual* or for a company.</p>

* If goods are delivered free of charge by a private individual to another private individual, it is possible to clear the goods in tourist traffic. If, for example, a person who is resident abroad is transporting goods ordered abroad by a colleague, the goods can be taxed as goods in tourist traffic (however, there is no entitlement to the CHF 300 tax-free limit).



1.2 Overview of available services, depending on the filter, type of customs office and times at which the office is staffed

Type of customs office	Staffed/unstaffed	Pin colour 	Filter						
			I am a company and it concerns merchandise: importation of animal feed, electronic products etc, but also transit or exportation of goods.	I am a company and it is a question of entering or leaving the country with an ATA carnet that has already been opened/used. This can be stamped at any of our staffed customs offices during clearance hours (commercial goods traffic and/or tourist traffic)	I am a private individual and it concerns removal goods, marriage property, inherited property, road vehicles, boats or packages from abroad.	I am a private individual and it concerns something else such as the importation of animals or personal goods		I am a company or private individual and it concerns precious metals control	
						Animals	Goods		
Offices for merchandise	Staffed part-time		Yes (1)	Yes (1)	Yes (1)	No	No	When you select this filter, you will be automatically forwarded to another FOCBS webpage , where you will find information on the addresses and contact details for precious metals control. These are the only offices that deal with precious metals transactions.	
	Closed	(4)	No	No	No	No	No		
Offices for tourist traffic	Staffed part-time, with declaration box		No	Yes (1)	No	Yes (1)	Yes		
	Staffed part-time, without declaration box		No	Yes (1)	No	Yes (1)	Yes		
	Staffed 24/7, with declaration box		No	Yes (1)	No	Yes (1)	Yes		
	Staffed 24/7, without declaration box		No	Yes (1)	No	Yes (1)	Yes		
	Unstaffed border crossing, with declaration box		No	No	No	No	Yes (2)		
	Unstaffed border crossing, without declaration box		No	No	No	No	Yes (2)		
Administrative building, customs investigation, Customs North, etc.		(4)	No	No	No	No	Yes (2)	No	

(1) Only when staffed (commercial goods traffic).

(2) Only via the [QuickZoll](#) app

(3) Only at offices where this service is explicitly mentioned in the detailed view

(4) Offices marked in red are closed either temporarily (e.g. because of a winter road closure) or permanently.

NB: The filters only filter the type of office, so you will need to check the remarks *staffed* and *unstaffed* in the information about each office.



1.3 How to use the filters:

Step 1: Select the filter that best matches your query.

Step 2: Click on "filter".

I am...

- ...a company and it concerns merchandise
- ... a company and it is a question of entering or leaving the country with an ATA carnet that has already been opened/used. This can be stamped at any of our occupied customs office during clearance hours (commercial goods traffic and/or tourist traffic)
- ...an individual and it's regarding following topics: removal goods, inherited property, road vehicles, boats, packages from abroad
- ...a private individual and it concerns something else such as the importation of domestic animals
- ... a company or private person and it is about precious metal control

filter

! Closed border crossings

There are entry restrictions and quarantine obligations for travellers from certain countries.

If you have any questions about quarantine obligations, please consult the [website of the Federal Office of Public Health FOPH](#).

If you have any questions about entry restrictions, please consult the [website of the State Secretariat for Migration SEM](#).

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2 Search settings and list of customs offices

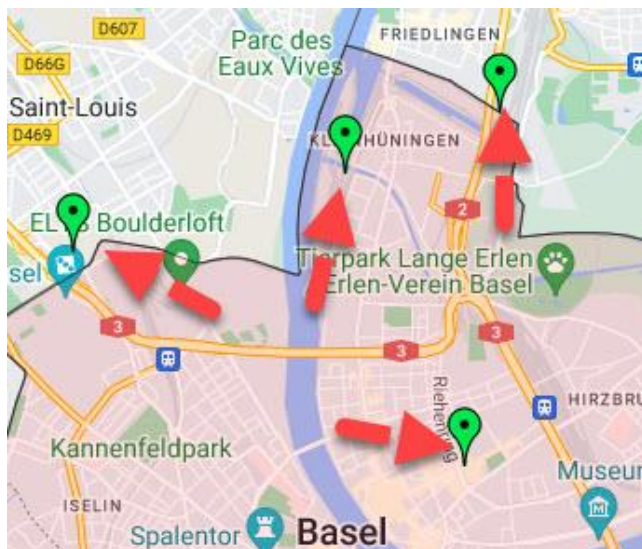
Once you have selected a filter, the main window of the list of customs offices opens automatically. An interactive map of Switzerland uses pins to show you the locations of customs offices (see image below left). To the right of the map, you will see a summary of your search settings under the heading "Swiss customs offices":

At the top, there is a search window. You can use this to enter keywords and search for a specific customs office (e.g. by entering a place or postcode). Clicking on the option "all criteria" opens a dropdown menu in which you can refine the keyword search.

The "reset search" button returns you to the starting filter, so that you can select another main filter from the four on offer.

The box underneath shows you which main filter is currently selected. You can also reset the main filter by clicking inside this box, although the Precious Metals Control is not available as an option here.

Underneath you will find a list of all customs offices shown on the map according to your filter selection.



Pins show the locations of the offices.

Swiss customs offices

Enter some search crit

Search by:

I am...

- ...an individual and it's regarding following topics: removal goods, inherited property, road vehicles, boats, packages from abroad:
- ... a company and it is a question of entering or leaving the country with an ATA carnet that has already been opened/used. This can be stamped at any of our occupied customs office during clearance hours (commercial goods traffic and/or tourist traffic):
- ...a private individual and it concerns something else such as the importation of domestic animals:
- ...a company and it concerns merchandise.:

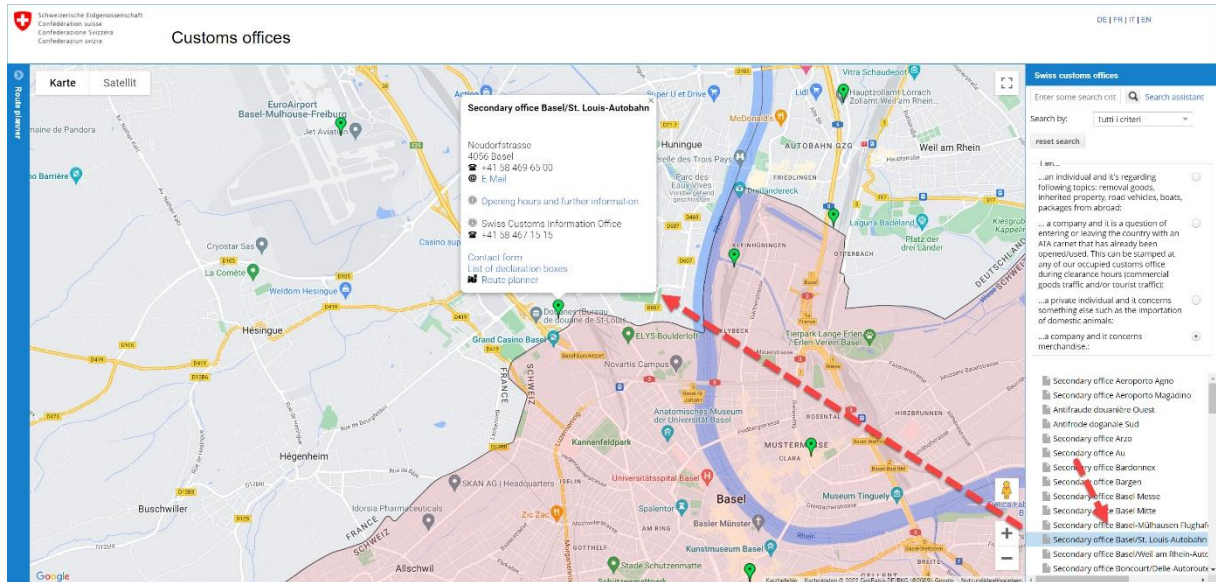
- Secondary office Aeroporto Agno
- Secondary office Aeroporto Agno
- Secondary office Aeroporto Magadino
- Secondary office Aeroporto Magadino

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3 Selecting a customs office

You now have two ways of selecting a customs office in order to obtain more details about locations, opening hours and available services:

You can select a specific office from the list by clicking on it. The interactive map then navigates directly to the selected office and opens a preview window.



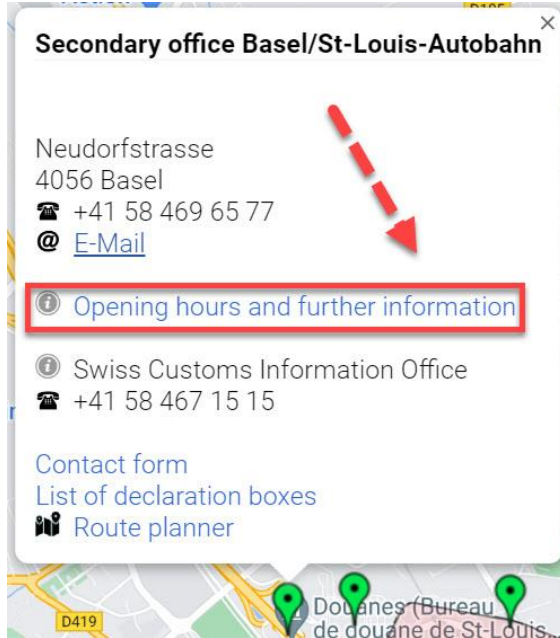
Alternatively, you can navigate around the map on your own and select an office by clicking on the corresponding green locator pin.

The office, together with basic details, is shown automatically on the map. Select the desired office by clicking on it.

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4 Obtaining information about a customs office

Please note that not every office provides the same services, and that opening hours can vary. The list of customs offices also shows border crossings that offer only self-service (e.g. in the form of declaration boxes). **So it is important to look under "Opening hours and further information" to find out whether an office is staff or unstaffed (the table on page 4 shows what services are available). You must do this before your arrival.**




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This opens a new window with detailed information about the selected office – the "detailed view":

DE | FR | IT | EN

Basel/St. Louis-Autobahn

Neudorfstrasse	Address (Letters)
4056 Basel	Zoll Nord - Basel/St. Louis-Autobahn Neudorfstrasse
+41 58 467 15 15 (Customs Information Office)	4056 Basel
+41 58 469 65 00 ()	
+41 58 466 11 00	
@ E-Mail 	Address (Packages)
Office Number: 184	Zoll Nord - Basel/St. Louis-Autobahn Neudorfstrasse
	4056 Basel

Opening Hours

Clearance times: merchandise (companies) and special goods (individuals): moving, road vehicles and watercraft, getting married, inheritance.


Easily perishable goods:
Monday-Friday: 05:00-12:00 / 13:00-17:30
Saturday: 05:00-13:00
Sunday: Closed

Exportation:
Monday-Friday: 07:00-12:00 / 13:00-17:30
Saturday: 07:00-13:00
Sunday: Closed


Transit entry and exit (CTP, TIR, ATA transit, nTV):
Monday-Friday: 05:00-22:00
Saturday: 05:00-13:00
Sunday: Closed

Importation:
Monday-Friday: 07:00-12:00 / 13:00-17:30
Saturday: 07:00-13:00
Sunday: Closed

Joint declaration procedure with permit, importation and exportation:
Monday-Friday: 05:00-22:00
Saturday: 05:00-13:00
Sunday: Closed



Map



Google, GeoBasis-DE/BKG, GeoContent, Maxar Technologies

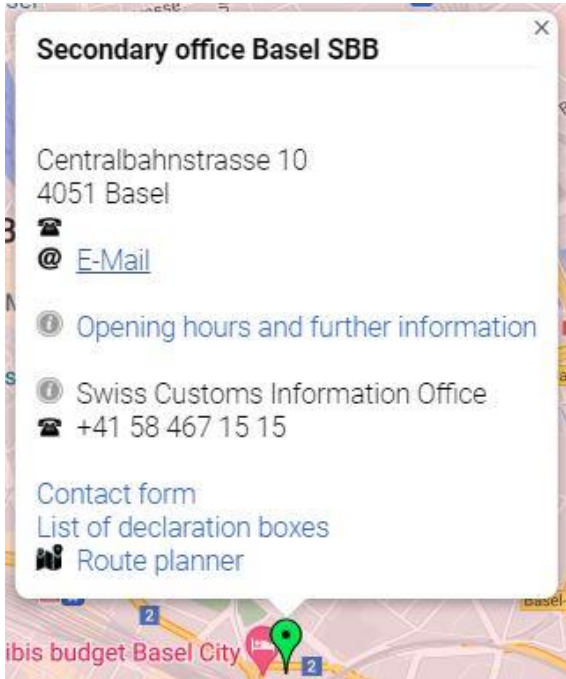
To contact the office by email, click [here](#)
The services provided and the opening hours are listed [here](#)

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5 Different types of customs office

5.1 Unstaffed border crossings

The function of the offices differs depending on the location and purpose. For example, there are certain customs facilities, such as railway stations at the border or rarely used border locations, which are technically offices but are labelled "unstaffed border crossing".



Accordingly, the services provided are limited to self-declaration procedures using the QuickZoll app or declaration boxes. So please look under "Opening times and further information" and check the details for such offices, as in this example (see red arrow):

Opening Hours

Tourist traffic individuals

Unstaffed border crossing.

Monday to Sunday, 24 hours, the following applies:
Border crossing is permitted only with valid travel documents. Entry with goods above the [tax-free limit but within the allowances](#) is possible using the self-declaration procedure or the "QuickZoll" app. **The importation of domestic animals is not possible.**

For companies, stamping of ATA carnets not possible.

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5.2 Offices that are staffed part-time

There are also "part-time staffed offices" in commercial goods and tourist traffic; these provide services only during specific times. The opening hours and days on which services are provided are shown in the detailed view:

Opening Hours

Tourist traffic individuals

Monday to Sunday, 5am to 12pm: **office staffed**.
Declaration of personal goods in tourist traffic and [domestic animals](#) possible.

For companies, stamping of [ATA carnet](#) in use possible.

Outside staffed hours: Entry with goods above the [tax-free limit but within the allowances](#) is possible at any time using the self-declaration procedure or the "QuickZoll" app. Border crossing is permitted only with valid travel documents. **The importation of domestic animals is not possible.**

For companies, stamping of ATA carnets not possible.

5.3 Office open 24/7

Certain customs offices provide services seven days a week, 24 hours a day, exclusively in tourist traffic – so they are open round the clock. If this is the case, this will be specified in the detailed view. Details of the round-the-clock services are also shown:

Opening Hours

Tourist traffic individuals

Monday to Sunday, 24 hours: office staffed.
Declaration of personal goods in tourist traffic and [domestic animals](#) possible.

For companies, stamping of [ATA carnet](#) in use possible.

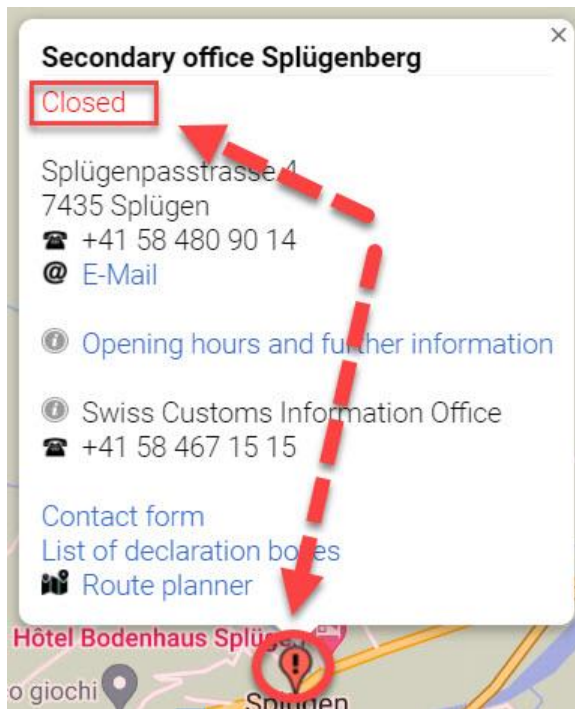
Entry with goods above the [tax-free limit but within the allowances](#) is possible at any time by using the "QuickZoll" app. Border crossing is permitted only with valid travel documents. **The importation of domestic animals must be declared to the customs office employees.**

For companies: stamping of ATA carnets must be done by customs office employees.

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5.4 Closed offices

Some customs offices are closed completely, depending on the season for example. This is indicated in the preview – the office concerned is shown in red. In such cases, the office provides no services of any kind. Instead of a green pin, the interactive map shows a red pin:



The detailed view contains an explanation of why the office is currently closed:

Opening Hours

Tourist traffic individuals

Unstaffed border crossing.

Monday to Sunday, 24 hours, the following applies:
Border crossing is permitted only with valid travel documents. Entry with goods above the [tax-free limit](#) but [within the allowances](#) is possible using the self-declaration procedure or the "QuickZoll" app. **The importation of domestic animals is not possible.**

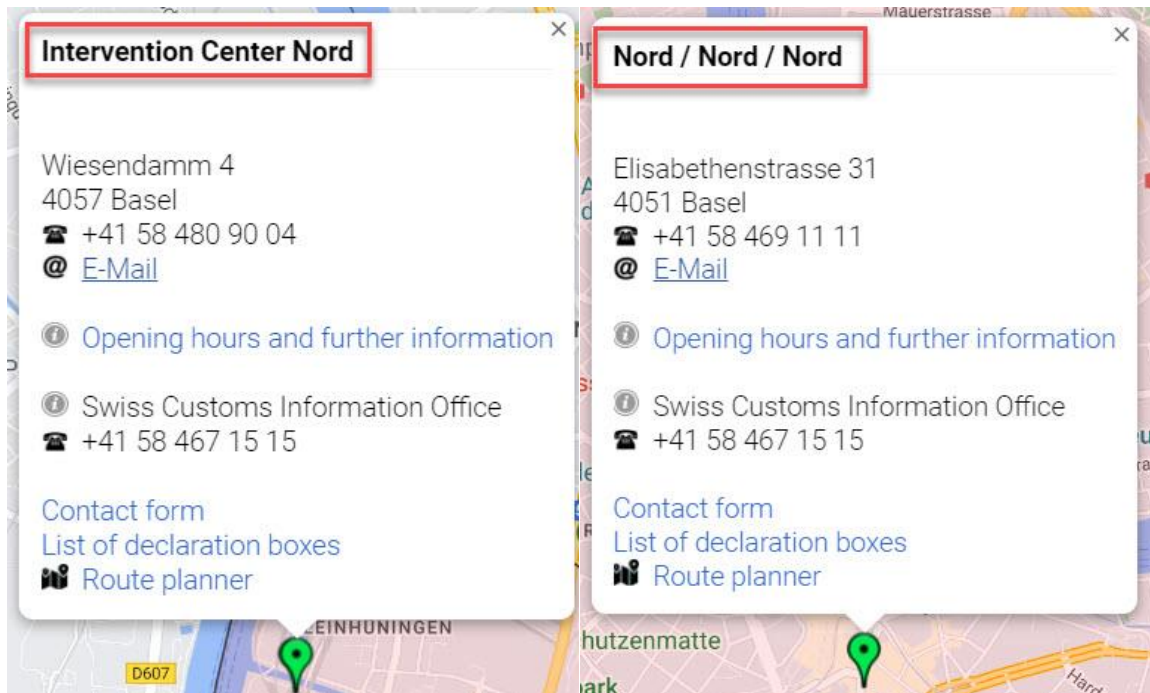
Closed during winter closure

For companies, stamping of ATA carnets not possible.

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5.5 Administrative buildings and operations centres

The list of customs offices also contains Swiss Customs facilities that are merely FOCBS administrative buildings or operations centres. These locations provide no services for tourist or commercial goods traffic. So please be sure to check the name of the facility you select:



In these two examples, the facility shown is not a customs office in the conventional sense. As a result, the detailed view contains a note that no customs clearance of private or commercial goods is possible:

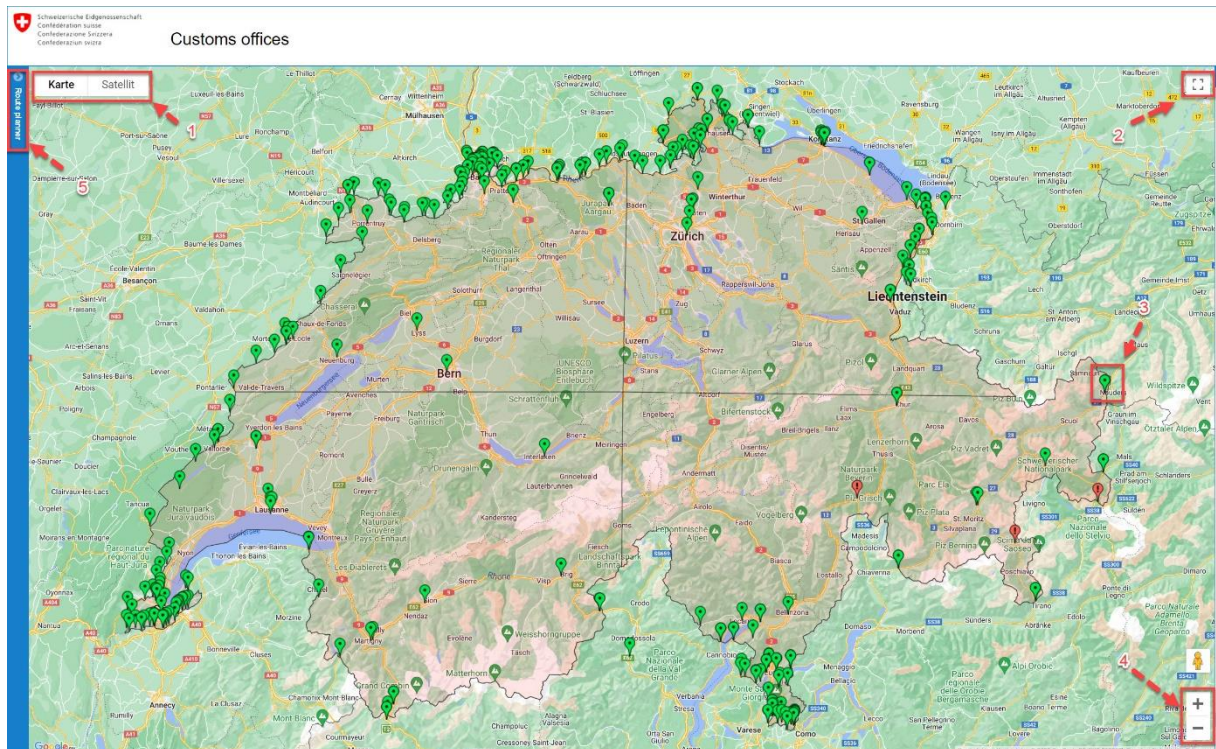
Opening Hours

Tourist traffic individuals

Administration building

Customs clearance of commercial and private goods is not possible.

6 The interactive map



The interactive map in the list of customs offices is based on data from Google Maps. Accordingly, the map functions are based on this Google service. The main functions are summarised below:

1: You can **choose between two views: "Map" and "Satellite"**.

2: Here you can select **Full-screen view** to enlarge the map.

3: Each **green pin** denotes a customs office. You can click directly on a pin to select an office. If you select a specific office from the list, the corresponding pin jumps so that you can see where it is located on the map.

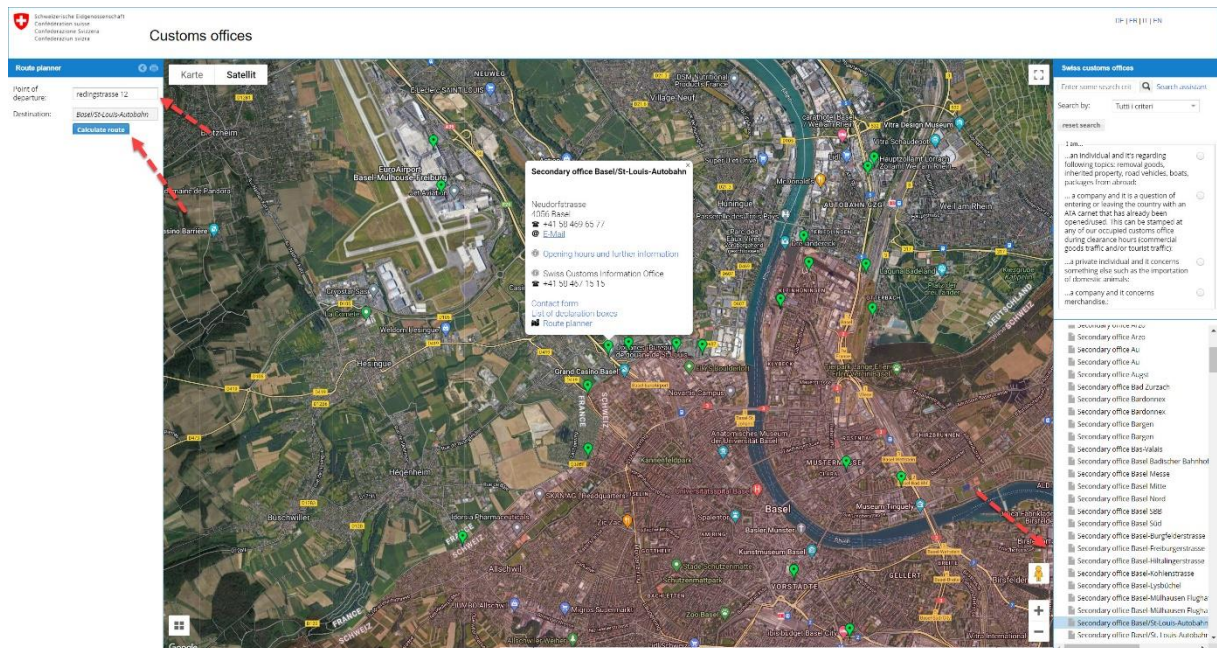
4: Using the **zoom function**, you can zoom in on a particular section of the map.

5: Using the **route planner**, you can map out the route from any starting point to the selected customs office.

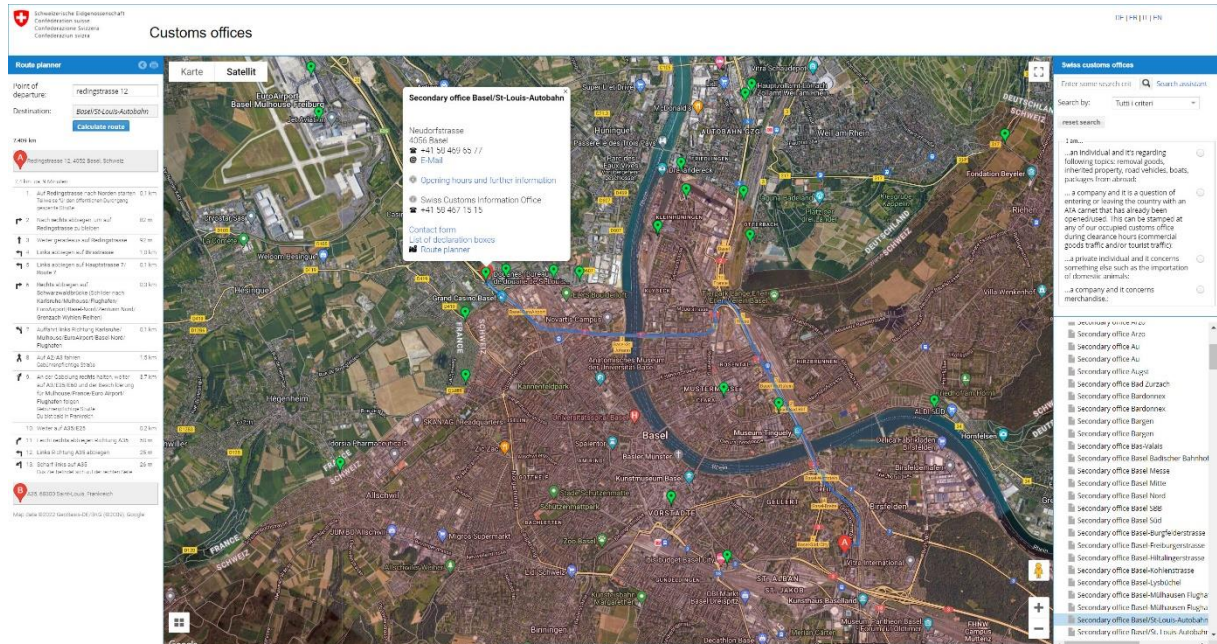
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7 This is how the route planner works

First enter the point of departure and then select the relevant office as your destination from the list of customs offices on the right. Then click on "calculate route".



The route is displayed on the map while, on the left, an itinerary with route description and distance to the destination appears:



Enter point of departure here
Select the desired customs office as your destination here
Then click on "calculate route"

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8 Key terms

To make it easier to search for the office that best suits your query, a few relevant terms are explained below:

Term	Definition
Commercial goods traffic	<p>This term denotes goods imported to or exported from Switzerland by companies, as well all those in commercial transit through the country, and which are subject to customs clearance.</p> <p>Important: The removal goods and inherited property of private individuals are treated as commercial goods and must therefore be presented at an office dealing with commercial goods traffic.</p>
Tourist traffic	<p>This term denotes goods imported to or exported from Switzerland by private individuals, as well all those in private transit through the country, and which are subject to customs clearance.</p>
Precious Metals Control	<p>A division of the Federal Office for Customs and Border Security (FOCBS) which regulates the trade in goods made of gold, silver, platinum, palladium and goods coated with precious metals.</p> <p>It provides the following services:</p> <ul style="list-style-type: none"> - Fineness analysis of gold, silver, platinum and palladium - Assaying of precious metal coatings - Official analysis and hallmarking - Market monitoring and border control <p>Upon request, the Precious Metals Control will also perform:</p> <ul style="list-style-type: none"> - Analysis of ores, salts, scrap and solutes - Semi-quantitative (non-destructive) analysis of finished goods.
Customs clearance of merchandise	<p>This term denotes the declaration and processing of commercial goods for customs purposes. Companies with goods for importation to, exportation from or transit through Switzerland must clear them properly through customs by making a customs declaration.</p>
Clearance times	<p>This refers to the times during which companies and private individuals can declare their goods at a staffed counter or use the services of a customs office.</p>
(Customs) office	<p>The term (customs) office refers to facilities, buildings and premises used by the FOCBS to carry out their tasks in the Swiss customs territory (customs clearance, inspection of goods, checks on people, etc.). Thus, customs offices are located mainly at the border, but also further inland – office and administrative buildings, for example.</p> <p>Essentially, there are three types of customs office:</p> <p><i>Conventional offices</i> provide services for companies and private individuals, such as customs clearance of merchandise and the declaration of goods in tourist traffic. These facilities are typically located at or near the border, or in railway stations and airports.</p> <p><i>Administrative buildings</i> are used by Swiss Customs for administrative or operational purposes. They can be office buildings or so-called "operations centres", for example. Such facilities do not perform clearance of commercial or private goods.</p> <p><i>Special customs facilities or areas</i> comprise training centres, such as the Liestal Campus or the KOSIT training centre in Interlaken. Such facilities do not perform clearance of commercial or private goods.</p>
QuickZoll	<p>As a private individual, the QuickZoll app allows to you independently declare goods for importation for your own use or as a gift, and pay any applicable taxes and duties directly. In addition, QuickZoll summarises all</p>

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	<p>the important facts about entry to Switzerland briefly and concisely. You can find important information and download links for the app here.</p>
Declaration boxes	<p>Declaration boxes are used for written self-declarations of goods being imported by private individuals (only goods that are intended for your own use or as a gift). They can be found at various border crossings – but not all. They contain customs clearance forms, as well as brochures and information. You can find further information on the declaration boxes here.</p>