

Requesting a court hearing

If you have paid your Infringement Notice you cannot seek a court hearing.

You can request a hearing if you:

1. believe there is enough doubt that the offence was committed, or
2. admit liability and want the court to consider whether you should pay the full amount of the fine.

Please provide your submission within 28 days of the date on the reminder notice.

Contact us

You can request your Infringement Notice be revoked or ask for a court hearing by:

- › emailing infringement@customs.govt.nz
- › sending a signed, scanned copy of online forms NZCS 395 (request to revoke) or NZCS 396 (request a hearing) to us, or
- › by writing to us at:
New Zealand Customs Service
Revenue Management
PO Box 29
Shortland Street
Auckland 1140

Failing to pay

You will be served a reminder notice after 28 days, giving you a further 28 days to pay. You can still request a court hearing.

If you still have not paid or requested a hearing within the 28 days of the reminder notice being issued, your Infringement Notice will be transferred to the fines collection unit of the Ministry of Justice.

After this you are unable to request a hearing.

Further information

Go to: www.customs.govt.nz/pay-customs

Email: infringement@customs.govt.nz

Phone: 0800 428 786 between 8.30am and 4.30pm
Monday to Friday.



Infringement Notices

There are 72 offences that can incur a New Zealand Customs Infringement Notice.

You may receive an Infringement Notice or instant fine when you break the law or for non-compliant activity. Infringement Notices are for minor offences that justify more than a warning, but less than a criminal conviction – it's like getting a speeding or parking ticket.

The fine is \$400 for an individual and \$800 for a company.

Offences include:

- › failing to declare on your arrival declaration prohibited goods or tobacco and alcohol over the duty free limit
- › refusing or failing to answer questions about documents, records, or travel movements
- › importing prohibited goods
- › the contents of your parcel do not match the description on the parcel declaration.

In legal terms, these are strict liability offences, which means you may have broken the law even if you didn't mean to.

Infringement Notices do not require any court action, and do not give you a criminal conviction.

Receiving an Infringement Notice

You will be handed or posted an Infringement Notice that details the offence(s) you have committed, and your options.

- › Pay the fine.
- › Request the Infringement Notice be revoked, if you think there are grounds to do so.
- › Request a hearing in court.

Pay by:

- › NZ\$ cash or EFTPOS – only available on arrival at a New Zealand International Airport
- › Visa or Mastercard (a convenience 1.9% fee applies)
- › Customs website – pay.customs.govt.nz by Visa or MasterCard. Please allow three working days

for the Infringement Notice to be loaded into our system before paying.

- › Internet banking – to 03-0049-0000706-26. Use the Infringement Notice number in the particulars field and leave the other fields blank.
- › Customs does not accept payment plans for infringement notice fees.

Request your Notice be revoked

You can request that the Infringement Notice be revoked if you think that:

- › no offence has been committed
- › you are not the person who committed the offence
- › you have a reasonable excuse for why the offence was committed.

Include any supporting evidence in your submission that you want taken into consideration.

The Infringement Notice will be reviewed by an officer not involved in issuing it.

An Infringement Notice cannot be revoked if you have paid it.

You must make your submission within 28 days of the date on the Infringement Notice.

Include your name (as shown on the Infringement Notice) and the Infringement Notice number.

We will inform you of the outcome of your request.

If your request is unsuccessful, you can either pay or request a hearing.