**Import requirements**

1. **Food: Meat/Poultry**

Agencies that receive, store and sell imported products must be registered with the Chamber of Commerce, which is a government regulation. Meat and poultry may only be imported from USDA and EU approved slaughterhouses. A declaration of importation must be made in advance at the Veterinary Service. The Veterinary Service revises the following documents:

* Official health Certificate of the country of origin;
* Invoice, bill of cargo;
* An appraisal fee: 5% of the customs value of meat;
* Consequently, the Veterinary Service will grant the import license if all documents are in compliance.

First-time shipments of canned meats must be inspected by the Veterinary Service. Subsequently the inspection requirement is waived as long as the subsequent shipments are from the same supplier. Processed meat products with past due dates may be confiscated and destroyed by the Veterinary Service. With the cooperation of the importers, other meats that are spoiled or in an unhealthy state are turned over to authorities and destroyed.

*For further inquiries, please contact the Veterinary Services.*

An Import License from the Department of Economic Affairs, Commerce and Industry is required for the following products:

1. Rice
2. Tea
3. Coffee (Powdered coffee)
4. Baby Food/Milk Powder
5. Dried milk
6. Edible oil (salad oil)
7. Canned Milk
8. Sugar
9. Potatoes
10. Legumes (beans and peas), whether or not in air-tight packaging
11. Meat, dried, salted or smoked prepared or preserved in cans or other air-tight packaging
12. Fish, frozen, prepared or preserved in cans or other airtight packaging
13. Vegetables, frozen, prepared or preserved in cans or other airtight packaging
14. Medicinal products
15. Chicken, frozen and/or chilled, whole or in pieces
16. Beef, frozen and/or chilled, in pieces or in parts
17. Corn flour

The only restriction that exists for imported food products pertains to chicken eggs.

However, as domestic supply is insufficient to cover demand, this restriction is normally waived. Health authorities require that first-time shipments of perishables (i.e. seafood, produce, etc.) be accompanied by a sanitary certificate from the country of origin, after which the requirement is waived as long as the subsequent shipments are from the same supplier.

1. **Health inspection**

All foods (including import) destined for human must be wholesome and fit for human consumption. Foods that are imported into Aruba must always originate from hygienic and safe source(s). Products that are imported must have proper labeling. Must have the name of the product, list of ingredients, quantity of the products, ingredient list, expired date, storage instruction, importer information, place of origin and batch number. A health certificate is required for first-time shipment of perishable (potentially hazardous foods) foods.

Perishable foods must always be kept and maintained outside the temperature danger zone. The temperature danger zone is between 5ºC (40ºF) and 60ºC (160ºF). When importing frozen foods, these must always be kept frozen -18ºC (0ºF) or below.

For items likes fisheries that are imported in NON-FROZEN state, the method of transportation and storage of the product(s) must be provided. Products that are termed fresh implies that the food is unprocessed, in its raw state and has not been frozen or subjected to any form of thermal processing or any other form of preservation.

1. **Pesticides and Other Contaminants:**

All pesticides must be registered with the Bureau of Pharmaceutical Affairs of the Department of Public Health. However, Aruba has no regulations regarding pesticides and other contaminants in food products.

1. **Other Regulations and Requirements:**

Products are not required to be laboratory tested.

Product samples shipped via express mail or parcel post are subject only to import regulations (i.e. customs duty). The addressee is responsible for the duty on sample and mail order shipments.

Exporters should ensure that the addressee is informed of and agrees to accept the pending shipment to avoid it being returned at the cost of the exporter. Health authorities monitor ports of entry and the retail/wholesale trade for any products deemed to pose a risk to public or animal health. No import certification documents are required.

1. **Registration of Trademarks and Service brands:**

According to the Aruba Trademark Act, the right of exclusive use of a brand, pertains to the one, who has made first use of said brand in Aruba. The right of exclusive use extends solely to those products or services, for which said brand is being used, or had been used on a date not prior the last three years. The trademark owner who requests registration of a brand first is also considered the first user of the brand and has exclusive right of use, but solely in the classes the brand is registered.

To obtain registration of a brand in Aruba the applicant has to file a request in triplicate at the Bureau. The trade or service brand has to be apt for the distinguishing of the goods or services from those of others.

Registration also gives exclusive rights of use but under current law it does not necessarily signify first use. If applicant is established outside Aruba, he must choose domicile in Aruba at the office of a recognized trademark agent.

1. **Patent Agent**

According to arts. 20 & 24 of the Aruba Patent Act. a patent-agent is a  person who has  passed the
patent-attorney  examination of the Bureau of Intellectual Property of Aruba and  who is permanently residing in Aruba and  is allowed to render services in the field of intermediation in patent-affairs, including the registration of patent at the Bureau on behalf of the patent owner who is not domiciled in Aruba.

1. **Plants**

If you are importing plants, you must report the declaration of importation and associated invoices, health certificates, bill of cargo, etc. toDepartment of Agriculture*,* Livestock and Fishery*,* better known as Santa Rosa. Santa Rosa will review the documents and grant the import license if all documents are in compliance.

1. **Medicines and** [**Supplements**](https://www.google.com/search?client=firefox-b-ab&q=supplements&spell=1&sa=X&ved=0ahUKEwjcttSI3OfaAhUHuFMKHc_bBdMQkeECCCMoAA&biw=1920&bih=915)

The importer/agent/wholesaler should obtain an import license and should be registered at the Public Health Inspection Aruba. The medicine/supplement must be inspected by the Public Health Inspection. The following documents will be reviewed: original factory invoice with the name of the importer, registration number and country of origin; Bill of Lading.

1. **Telecommunication devices**

An import license is not required for the import of telecommunication devices such as:

• Household phones, excluding wireless household phones

• Modems, except for wireless modems, and fax machines

Telecommunication devices such as cordless phones, baby phones, wireless intercoms and wireless microphones tend to use the same frequency band as the local telecommunication companies, this in turn will cause interference in the telecommunication system. Therefore, it is prohibited to import telecommunication devices that support the same frequency used by the telecommunication companies on Aruba.

The frequencies currently used on Aruba are:

* 690-800 MHz,
* 800-900 MHz,
* 900-1000 MHz,
* 1700-1800 MHz,
* 1800-1900 MHz,
* 1900-2100 MHz,
* 2100-2200 MHz,

**Cordless phones supporting 2.4 GHz and 5.8 GHz frequencies are permitted.**

Please take into account that certain telecommunication devices can only be imported with a license issued by the Telecommunications Affairs Department.

**Frequency used by Dect 6.0.**

* 1880-1900 Mhz Europa
* 1920 -1930 Mhz US/ Canada
* 1900- 1920 Mhz China
* 1893-1906 Mhz Japan
* 1910-1930 Mhz Latin America

Electronic devices supporting the above mentioned DECT 6.0 frequencies interfere with the telecommunication system on Aruba.

Radio-frequency identification (RFID) tags and Frequency Blockers are not permitted on Aruba.

It is recommended to contact the department of telecommunication for the approval of any device. This approval is free of charge, however written approvals cost 300.00 florins.

1. **(fire) Weapons**

A weapon regulation and a stamp from the police department is required in order to be able to import airsoft/paintball guns.

The import of firearms and ammunition is prohibited unless you have been authorized.

**Import Procedures:**

Customs clearance is executed by the importer or receiving agent who must be registered at the Chamber of Commerce in order to do business in Aruba. Import documentation such as invoices and the bill of lading may be in English. However, the Customs declaration, which is normally handled by the importer’s receiving agent, must always be in Dutch (the official language in Aruba).

After arrival at the port and shipments are approved (unopened), they are forwarded to the importer. Customs officers inspect the shipments on the premises where further documentation is presented. Duty is paid directly to the Department of Customs.

**Appendix 1. Patent Agent List:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Address** | **E-mail** | **Phone (+297)** |
| Advocatenkantoor | Vondellaan 4 | generalaruba@sbpartners.net  | 582-7668 |
| Soliana Bonapart | Oranjestad, Aruba | [www.sbpartners.net](http://www.sbpartners.net/)  |  |
| & Partners |  |  |  |
| F.H.C Corp. N.V. | Morgenster 36, | fhcroes@setarnet.aw | 582-8300 |
|  | Santa Cruz, Aruba |  |  |
| Advocatenkantoor | L.G. Smith Blvd. 50, | patent-wise@yahoo.com | 568-8011 |
| Gomez & Bikker | Oranjestad, Aruba |  |  |
| Advocatenkantoor |  |  |  |
| Sjiem Fat & Co | J.G Emanstraat 49A | general@arubalaw.com  | 582-1255 |
|  | Oranjestad, Aruba | [www.arubalaw.com](http://www.arubalaw.com/)  | 582-2414 |
| Century Trademark | L.G. Smith Blvd. 48, | centrust@setarnet.aw | 583-3357 |
| Agencies N.V. | Oranjestad, Aruba |  |  |
| Advocatenkantoor | Arulex Center Punta | arulex@setarnet.aw  | 582-2138 |
| Croes, Wever & Tchong | Brabo z/n |  |  |
|  |  |  |  |
| VanEps Kunneman | L.G. Smith Blvd. 64, | [www.ekvandoorne.com](http://www.ekvandoorne.com/) | 583-8464 |
| VanDoorne | Oranjestad, Aruba | info@ekvandoorne.com |  |
| Niew & Figaroa | Fergusonstraat 37, | Lenor@setarnet.aw  | 582-2646 |
| Jansen Trademark | Oranjestad, Aruba | gawinkel@curinfo.aw | 582-3694 |
| Agency |  |  |  |
| Advocatenkantoor mr. | Constatijn | antonio@carlolawofice.com  | 582-4440 |
| A.A.D.A. Carlo N.B. | Huygenstraat 5 |  |  |
|  | Mon Plaisir, |  |  |
|  | Oranjestad, Aruba |  |  |
| Advocaten Kloes & de Cuba | L.G. Smith Blvd. 22, | wkloes@kloesdecuba.com  | 582-3262 |
|  | Oranjestad, Aruba | ebritten@kloesdecuba.com  |  |

Source: <http://www.opi-aruba.org/Fees.htm>

**Appendix 2. Broker Contacts:**

|  |  |  |
| --- | --- | --- |
| **Trade name** | **(+297) Phone** | **E-mail** |
| AFS Aruba Freight Systems | 5825382 | edwinh@arubafreightsystem.com |
| Aruba Global Logistics | 5857331 | leiladepalm@arubaglobal.com |
| Aruba International Forwarders | 5821274 | aif.services@setarnet.aw |
| Aruba International Relocations  | 5836652 | naima@arubair.com |
| Amerijet | 5826000 | haydeehh@yahoo.com |
| Ashley Broker  | 5821793 | ashleybroker@setarnet.aw |
| B C S Cargo Services | 5861500 | bcs\_cargo@yahoo.com |
| Bon Bini Cargo Services/ Flamingo International Incorporated/ Cargo International Services | 5237900 | deveerd@bonbinicargo.com |
| Cavalier logistics Aruba | 5887222 | martin.meijll@cavalier.net |
| Complete Logistics | 5824912 | claudio@arubaws.com |
| Easy Cargo Aruba, Logistics & Enterprises | 5836350 | easycargoaruba@hotmail.com |
| Elvis Cargo | 5834091 | e.kock@elviscargo.com |
| E.M. Cargo is your Connexion | 5855421 | mnicolaas@your-connexion.com |
| Fast Delivery Services/UPS Express |   | gigi@fastdeliverydc.com |
| Gasa International | 5824625 | uri@gasaint.com |
| G.P. Cargo Services N.V | 5828344 | gpcargo@hotmail.com |
| G/T Cargo Services | 5837251 | offawetuko@hotmail.com |
| Inter-Island Transport, Import & Export | 5859931 | interislandtransport@hotmail.com |
| Juvercargo | 5833954 | juvercargo@hotmail.com |
| Land Seair Cargo | 5827215/5829284 | lsa\_cargo@yahoo.com |
| Mastercargo N.V. | 5237923 | info@mastercargo-aruba.com |
| Maxor Sea & Freight  | 5828616 | maxoraruba@gmail.com |
| M.M. Worldwide Services | 5840251 | marlen.mmworldwide@gmail.com |
| Ocean-Air Express(Aruba) | 5859233 | raquel@oceanairaruba.com |
| Omega Trading | 5848000 | johnodor@live.com |
| Procusta | 5826629 | belgica@setarnet.aw |
| Roos Sea Services & Enterprises | 5826330 | roos\_sea\_service@hotmail.com |
| RRR Cargo Services  | 5882268 | rrr\_cargo@hotmail.com |
| R & P Freight Services | 5867674 | junjuncroes@gmail.com |
| Ruiz Import, Export & Consultancy |   | gr302@hotmail.com |
| Seaview Investments | 5868873 | boekhoudtj@hotmail.com |
| S.E.L. Maduro & Sons (Aruba) | 5822300 | gdunlock@selmaduro.com |
| Ace Cargo Service | 5838299 | acecargo@gmail.com |
| Swa So Import & Export | 5827933 | swaso\_2009@hotmail.com |
| Swissport Cargo Services | 5822470 | benny.daguiar@swissport.com |
| Toy Cargo & Courier Services |   | toy\_cargoservices@hotmail.com |
| Verina Trading Company | 5848000 | vtcaruba@hotmail.com |
| Vicari Trading N.V | 5882889 | invoice@vissercargo.com |
| Stripes Freight Services | 5216610 | stephen@interporaruba.com |
| Super Cargo Services | 5878919 | supercargo.services@yahoo.com |
| Alba Transport Management Aruba | 5865115 | ops@albatrosaruba.com |
| Hermes Cargo | 5887775 | cathy@hermesaruba.com |

**Appendix 3. Government Regulatory Agency Contacts:**

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| --- | --- | --- | --- |
| **Government Regulatory Agency**  | **Address** | **E-mail** | **Phone (+297)** |
| Department of Economic Affairs, | L.G. Smith Boulevard 160 | deaci@setarnet.aw | T: (297) 582-1181 |
| Commerce & Industry ( Import license) | Oranjestad, Aruba |   | F: (297) 583-4494 |
|  |   |   |   |
| Customs Office (Customs procedures and tariffs) | L.G. Smith  | douane@siad.aw | T: (297) 582-1800 |
|  | Boulevard 84-88 |  | F: (297) 583-4367 |
|   | Oranjestad, Aruba |   |   |
|   |   |   |   |
| Food Control & Hygiene Office | Hospitalstraat 4 |   | T: (297) 582-3073 |
| Department of Public Health | Oranjestad, Aruba |   | F:(297) 588-4180 |
|  |   |   |   |
| Veterinary Service | Barcadera 1, Aruba | vetservice@aruba.gov.aw | T: (297) 585-0400 |
|   |   |  | F: (297) 585-1828 |
|  |   |   |   |
| Bureau of Pharmaceutical Affairs | Bernhardstraat 75 |   | T: (297) 584-1199 |
| Department of Public Health (Pesticide registration) | San Nicolas, Aruba |   | F: (297) 584-9143 |
|   |   |   |   |
| Trademarks Division | Adriaan Lacle Blvd. 3 | opi@aruba.gov.aw | T: (297) 583-1200 |
| Aruba Bureau of Intellectual Property | Oranjestad, Aruba |   | F: (297) 583-8773 |
|   |   |   |   |
| Telecommunications Affairs  |  Rumbastraat 19 |   | T: (297) 582-6069 |

**Appendix 4. List local wholesalers:**

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| --- |
|  |
| Caribbean Overseas Scotlandstraat 47 5821064 info@caribbeanoverseas.com  |
| Romar Trading Scotlandstraat 71 5234676 info@romartrading.com |
| Compra N.V. Engelandstraat 30 5824891 info@compra-aruba.com |
| Frasa Trading Gutenbergstraat 2 5822704 contact@frasaaruba.com |
| Mercal Trading Weg Rooi Congo13A 5848636 mercaltrading@setarnet.aw |
| El Louvre/Witec Arendstraat 111 5885577 mirla.maduro@ellouvrewitec.com |
| Moises de Marchena Sabana Blanco 70 5821440  |
| Satex Trading Seroe Blanco 8 5831830 satex@setarnet.aw |
| Delfos Emmastraat 30 5826469 |
| Famar Trading Croesstraat 31-B 5821073 |
| Aquaruba Distribution N.V. Wayaca 31-B 5822503 valeria.aquaruba@hotmail.com |
| TEC NV. Croesstraat 5-A 5821304 marketingmanager@tecaruba.com |
| Martijn Trading Italiestraat 1 5821492 lupe.geerman@martijn-trading.net |
| Certified Supercenter L.G. Smith blvd. 150 5836644 |
| Huan Zhan Wholesale Montaña 41 5877423 huanzhan@setarnet.aw |
| Kong Hing Wholesale Schotlandstraat 33 5889889 onofre@setarnet.aw |
| Ling & Sons Supercenter Italiestraat 26 5884450 info@lingiga.com |
| Oduber Agencies L.G. Smith Blvd. 18 5825333 carlos@oduber.com |
| Manrique Capriles Wayaca 33-D 5834036 orders@manriquecapriles.com |
| Discount Food Supplies Wayaca 45 5827940 |
| Save More Food Stores Weg Sero Preto 43B 5840634 |
| PriceSmart Av.M.J.Croes103 5884400 |
| Weng Kee International St. Cruz 366 5852558 |
| Prime Distributors Balashi 62 5854884 |
| Premium Interfood Bubali 14-A 5222000 |
| Deli Caribbean Aruba Jucuri 84 5851666 |
| Lenor N.V. Av. M.J. Croes 37 5822646 |
| Medicosmetics Aruba Seroe Blanco 20-B 5825672 lizayra.polak@curapharm.com |
| Antilla Energy Edisonstraat 23 7323388 gfungafat@antillaenergy.com |
| Semos Import Mahuma 47-P 5854393  |
| Aljazar Trading Tanki Leendert 10-B 5889132 |
| Carex Paper products N.V. Caya ritmo 8 5871600  |