

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:

- a. Rice
- b. Tea
- c. Coffee (Powdered coffee)
- d. Baby Food/Milk Powder
- e. Dried milk
- f. Edible oil (salad oil)
- g. Canned Milk
- h. Sugar
- i. Potatoes
- j. Legumes (beans and peas), whether or not in air-tight packaging
- k. Meat, dried, salted or smoked prepared or preserved in cans or other air-tight packaging
- l. Fish, frozen, prepared or preserved in cans or other airtight packaging
- m. Vegetables, frozen, prepared or preserved in cans or other airtight packaging
- n. Medicinal products
- o. Chicken, frozen and/or chilled, whole or in pieces
- p. Beef, frozen and/or chilled, in pieces or in parts
- q. 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.

2. 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 5°C (40°F) and 60°C (160°F). When importing frozen foods, these must always be kept frozen -18°C (0°F) or below.

For items like 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.

3. 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.

4. 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.

5. 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.

6. 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.

7. Plants and animals

If you are importing plants, you must report the declaration of importation and associated invoices, health certificates, bill of cargo, etc. to Department 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.

Prior to importing and / or exporting live animals one should first inform and check well the possibilities in advance at the Veterinary Service (vetservice@despa.gov.aw). Depending on the case, the Veterinary Service will indicate what is possible and what requirements must be met.

8. Medicines and Supplements

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.

9. Telecommunication devices

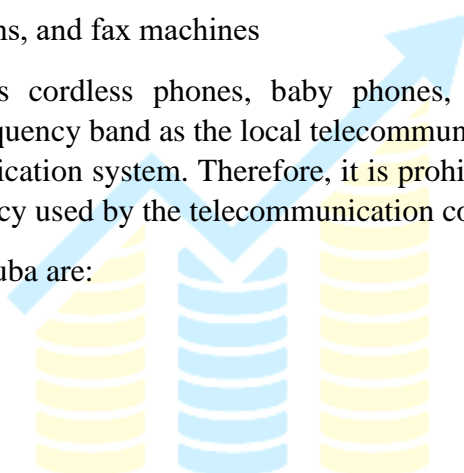
An import license is not required for the import of telecommunication devices such as:

- 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.

10. (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 & Partners	Oranjestad, Aruba	www.sbpartners.net	
F.H.C Corp. N.V.	Morgenster 36, Santa Cruz, Aruba	fhcroes@setarnet.aw	582-8300
Advocatenkantoor	L.G. Smith Blvd. 50,	patent-wise@yahoo.com	568-8011
Gomez & Bikker	Oranjestad, Aruba		
Advocatenkantoor			
Sjiem Fat & Co	J.G Emanstraat 49A Oranjestad, Aruba	general@arubalaw.com www.arubalaw.com	582-1255 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	583-8464
VanDoorne	Oranjestad, Aruba	info@ekvandoorne.com	
Niew & Figaroa	Fergusonstraat 37,	Lenor@setarnet.aw	582-2646
Jansen Trademark Agency	Oranjestad, Aruba	gawinkel@curinfo.aw	582-3694
Advocatenkantoor mr. A.A.D.A. Carlo N.B.	Constatijn Huygenstraat 5 Mon Plaisir, Oranjestad, Aruba	antonio@carlolawofice.com	582-4440
Advocaten Kloes & de Cuba	L.G. Smith Blvd. 22, Oranjestad, Aruba	wkloes@kloesdecuba.com ebritten@kloesdecuba.com	582-3262

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

Appendix 2. Broker Contacts:

Trade name	(+297) Phone	E-mail
AFS Aruba Freight Systems	5825382	edwinh@arubafreightssystem.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	gunlock@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:

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

Appendix 4. List local wholesalers:

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	fe.saladin@frasaaruba.com

Mercal Trading	Weg Rooi Congo13A	5848636	mercaltrading@setarnet.aw
El Louvre/Witec	Arendstraat 111	5885577	Info@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	martijn.aruba@martijn-trading.com
Huan Zhan Wholesale	Montaña 41	5877423	huanzhan@setarnet.aw
Kong Hing Wholesale	Schotlandstraat 33	5889889	info@konghingaruba.com
Ling & Sons Supercenter	Italiestraat 26	5884450	info@lingiga.com
Oduber Agencies	L.G. Smith Blvd. 18	5825333	info@oduber.com
Manrique Capriles	Wayaca 33-D	5834036	orders@manriquecapriles.com
Discount Food Supplies	Wayaca 45	5827940	info@dfs-aruba.com
Save More Food Stores	Weg Sero Preto 43B	5840634	
PriceSmart	Av.M.J.Croes103	5884400	shopping.info@pricesmart.com
Weng Kee International	St. Cruz 366	5852558	
Prime Distributors	Balashi 62	5854884	
Premium Interfood	Bubali 14-A	5222000	financials@superfoodaruba.com
Deli Caribbean Aruba	Jucuri 84	5851666	www.delicaribbean.net
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	daniello@softexpaper.com
Ferm Caribbean Trading	Italiestraat 40	5880006	www.fermcaribbeantrading.com
Bersah Aruba N.V.	Bushiri 33	5834622	www.bersaharuba.com
Aruba Trading Company	Weststraat 15	5823950	www.arubatrading.com
Karinel Trading Aruba			karineltrading@hotmail.com
Ellcey trading			ellcey_t@hotmail.com
De veer S & Son Inc			deveersonsaruba@gmail.com