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# A better customs brokerage experience

While most customs brokers treat the process as purely transactional, Eastern's approach is different. We recognize the exceptional benefits of a highly-engaged approach, a true service-based interaction. We pride ourselves on accurate classification, valid documentation, and expediting a flawless customs entry process. When we are proactive throughout the process, there is much for our customers to gain in terms of saving time, avoiding delays, and simplifying the overall experience.



# About Eastern CHB, LLC

To compliment Eastern's full host of shipping services, Eastern CHB, a subsidiary of Eastern Shipping Worldwide, provides in-house customs brokerage services.

As a licensed customs broker, Eastern CHB is recognized by U.S. Customs and Border Protection (CBP) as having expertise in entry procedures, admissibility requirements, classification, valuation, rates of duty, and applicable taxes and fees for goods. Our expertise in these areas empower our brokerage team to assist in meeting the federal requirements governing your import and export shipments.

The team at Eastern CHB are also members of NCBFAA, the National Customs Brokers & Forwarders Association of America.



# We keep things easy

When you choose Eastern CHB, LLC, you will partner with one of our dedicated experts who will handle your customs process from start to finish. Relax and let us handle:



- Customs compliance
- Entry procedures
- Admissibility requirements
- Classifications & Tariff Code reviews
- Valuations
- Duty rates, payments (ACH), import taxes and fees
- Customs release status
- Remote entry filing
- Powers of attorney
- Document compliance with import and export laws
- Communication with customs officials
- Import bonds, carnets and customs registration



# We've got experts!

We know that wheels, wings, and waves are only part of the journey for your cargo. As a licensed Customs House Broker (CHB), our dedicated team at Eastern CHB, LLC is just as passionate about moving paper as they are about moving your cargo. Let our full-service, in-house team of customs experts promptly process entries — all while avoiding costly setbacks.



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# Meet our Team of Experts



**Kelle McGrory**

**Entry Writer**

- Tariff Code Classifications & Reviews
- Customs Compliance
- Entry Procedures
- Admissibility Requirements



**Dana Martinez**

**Entry Supervisor**

- Tariff Code Classifications & Reviews
- Customs Compliance
- Entry Procedures
- Admissibility Requirements
- Bond Applications
- Direct Duty Payments (ACH)



**Carla Ramirez, LCB**

**Manager, Customs Entry Solutions**

- Tariff Code Classifications & Reviews
- Customs Compliance
- Entry Procedures
- Admissibility Requirements
- Duty Drawback
- Customs Registration
- Bond Applications
- Direct Duty Payments (ACH)

# Eastern makes duty drawback easier!

Eastern CHB has a dedicated team to focus on facilitating the entire drawback process—from initially identifying eligible duties right through to the final refund check.

- Eastern CHB initially works with you to compile all pertinent documents and support materials for filing
- All documentation is prepared to official standards
- Eastern’s team facilitates filing the claim with CBP
- Managing all communication and responses with CBP
- If CBP challenges the claim, Eastern assists in resolving those issues
- Eastern provides oversight through to the final refund



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# Duty Drawback Program

“Epic find on the refunds!! This is a biggie for us.”

— Eastern Customer, West Coast, USA



## What is ‘duty drawback’?

Duty drawback is a refund of customs duties, taxes and fees that have been paid on imported merchandise. As a licensed customs broker, Eastern CHB, LLC can file drawback claims for up to 99% of the duties paid on imported merchandise designated for drawback— specifically, in instances of Unused Merchandise, Manufacturing Drawback, and Rejected Merchandise.

## How long will it take to process my claim?

Depending on the scope your claims, the duration for processing duty drawbacks can vary. Claims can be filed for shipments dating as far back as three years. Many claims can be submitted within a week while others may take several weeks, depending on the complexity. Our drawback team will quickly evaluate your applicable shipments and provide a time estimate.

## Drawback claims in these categories:

- Unused Merchandise, 19 USC § 1313(j)
- Manufacturing Drawback 19 USC § 1313 (a) and (b)
- Rejected Merchandise 19 USC § 1313(c)



# Professional Affiliations

Eastern's professional affiliations include:

- IATA
- C-TPAT
- U.S. Department of Homeland Security
- Federal Maritime Commission.

Eastern CHB, LLC is a member of NCBFAA, the National Customs Brokers & Forwarders Association of America.



# Contact Us

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*Eastern CHB, LLC is an Eastern Shipping Worldwide company*