

A CASE STUDY IN SHIPPING

# Business to Consumer

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Recouping duty paid on the importation of goods.

## THE CHALLENGE

In late 2010, a large American clothing company with 1000 stores in North America, discovered a discrepancy in the value of imported goods they had been providing to the Canada Border Services Agency (CBSA). To help solve the problem, they approached Farrow to find a solution.

## THE SOLUTION

A review of goods being shipped into Canada revealed that on hundreds of thousands of orders, the company's standard pricing had been used on CBSA declarations, when in many instances, much lower sale prices should have been used. As a result, millions of dollars in additional duty payments had been made incorrectly to CBSA.

## THE RESULT

After a thorough investigation, Farrow prepared three consolidated refund requests that were submitted to CBSA, resulting in a substantial duty refund of \$1.7 million.

