



NQAC

Nestlé
Quality Assurance Center

Nestlé Quality Assurance center

To : **Customers outside the European Union**

Date : 20th May 2026

Subject : Requirements for shipment of samples by non-EU Customers

Nestlé Quality Assurance Center Nunspeet – The Netherlands

EORI number: NL002179143

VAT number : NL002179143B01

Hereby we inform you that there are very strict rules in the European Union for importing samples of food products without dispensation.

We, Nestlé Netherlands, have a dispensation for importing samples from animal origin (e.g. dairy products, pet foods) without a veterinary certificate.

Subcontracting of these samples is not allowed therefore we cannot take care of analysis not performed at our laboratory.

Registration:

LIST OF APPROVED PLANTS HANDLING ANIMAL BY-PRODUCTS - SECTION X				
Registered users of animal by-products and derived product for specific purposes as referred to in Articles 17(1), of Regulation (EC) No 1069/2009, which are registered in accordance with Article 23 of Regulation (EC) No 1069/2009				
Approval Number	Name of the establishment	TOWN/REGION	Category, Activity, Product type and Associated activities	Remarks
214400	NESTLÉ NEDERLAND B.V.	LAAN 106 8071JC NUNSPEET	(cat 1, 2, 3 UDER geen producttype)	

This permit is only valid for Dutch customs. Please follow instructions below:

- To prevent blocking by other EU customs authorities, shipments should be sent by direct airfreight to Schiphol Airport, Amsterdam.
- Use an air freight forwarder, not a normal courier service.
- Best way is to send the shipment by DSV and use a local DSV agent. You can find all local DSV agents on www.dsv.com

Sending samples with DSV:

- **On the AWB you'll have to mention the following:**

Notify:

DSV Air & Sea Nederland B.V.

Incheonweg 17

1437 EK Rozenburg

The Netherlands

Receiver:

Nestlé Quality Assurance Center Nunspeet

Laan 106

8071 JC Nunspeet
The Netherlands
F.A.Q. Customer Service (L. Huisman)
Tel: +31 341 277 324

- **Mandatory documents for the import and veterinary clearance which must be included with the shipment:**
- - Air Waybill
 - Original invoice & packing list (a copy is allowed, should include a wet signature)
 - HS-code: use [Access2Markets Welcome home page](#) to find correct code
 - Certificate of heat treatment (see appendix 1 for details)
- **Your local DSV agent or forwarder should at least 24h before arrival, send a copy of the documents to our agent DSV AIR & SEA BV in order to perform the pre-alert for the import clearance:**
- - Air Waybill
 - Invoice & packing list
 - Certificate of heat treatment

Mark in the pre-alert that it concerns a shipment for veterinary inspection. Please send all details to below DSV representative and email:

DSV Air & Sea BV
F.A.Q. Mr. Marc Vermeule
Import Department
E-mail: marc.vermeule@dsv.com

Note: if the pre-alert is not done before 24 hours, the shipment will be blocked automatically and will be return to the shipper.

- **Mention clearly on the package:**
 - This material is “**not for human consumption; only for laboratory analysis**”.
 - Type of product and HS codes
 - Number of samples
 - Dimension of the package
 - Full name, address and telephone number of the sender
 - Address of the receiver

Please be aware that the costs related to the veterinary inspection and clearance by DSV will be allocated to the customer concerned. These costs will be invoiced separately.

For other shipping companies a copy of our import permit* is must be added in the package and pre-alert.

*Our import permit is only valid for Dutch customs so when a shipping company does not transport with direct flight to the Netherlands, clearance of shipment can be refused. Customer service department can provide you a copy when required.

A veterinary certificate and filled in CHED form is required for clearance in other EU countries. Your local contact for shipping company used can help you with this

Sending samples by DHL

For shipments with destination "The Netherlands" DHL often uses Brussels Airport in Belgium as central Hub. Please check with your local DHL agent.

Requirements of Belgium Customs:

Each consignment must be subject to an official inspection by an official veterinarian. The consignment must be accompanied by a copy of the exemption and an original document stating the nature, quantity, and origin of the consignment during official inspection at the border control post.

The official veterinarian will mark a copy of the document, which, together with a copy of the exemption, accompanies the consignment to its destination.

On the package and also on every sample inside (you can put samples of the same lot in a plastic bag) the following information must be visible:

- The name, address, and telephone number of both the sender and recipient.
- Remark: This material is "not for human consumption; only for laboratory analysis".

If you send samples on a regular base, you can create a standard label with this information.

The consignment must be properly packaged, shatterproof, and resistant to leakage of the contents, shocks, pressure changes, or other conditions that may occur during transport.

Please send a pre-alert to:

BRU VETERINARY INSPECTION TEAM (DHL BE) <BRU.VETTEAM@dhl.com>

Including:

- A copy of our import permit
- Air Waybill
- Original invoice & packing list (a copy is allowed, should include a wet signature)
- HS-code: use [Access2Markets Welcome home page](#) to find correct code
- Certificate of heat treatment (see appendix 1 for details)

Make sure that the sample description is correct and clear so they can determine if a veterinary inspection is required.

If shipments are sent to another hub in Europe, please check the specific requirements of the country of first arrival in EU.

Please be aware that the costs related to the veterinary inspection and clearance by DHL will be allocated to the customer concerned. These costs will be invoiced separately.

For samples not containing ingredients from animal origin:

There's no preference and all companies for shipments can be used. Make sure that the following is available and enclosed:

- A proforma invoice with contents of the box
- Remark: **This material is not for human consumption; only for laboratory purpose**
- Sample description and amount.
- HS codes for the samples; use [Access2Markets Welcome home page](#) to find the correct code or your local courier or customs contact can help you with this.
- EORI No. for Nestle Nunspeet: NL002179143

If you need further information, please do not hesitate to contact us.

Customer service - NQAC Nunspeet

Laan 106 | NL-8071 JC Nunspeet | The Netherlands

E-mail: NQACNunspeet.customerservice@nl.nestle.com

Phone: +31 (0)341 277 324

Appendix 1

Manufacturing statement, whereas the heat treatments are declared.

Milk and milk based products must have undergone the following:

- a) an UHT or sterilization to a F₀-value of at least 3;
- b) a first heat treatment at a temperature heated not less than 72°C for at least 15 seconds, follow by :
 - 1) a second heat treatment resulting in a negative reaction to the phosphatase test; or
 - 2) a drying procedure including heating having an effect equivalent to heat treatment provided for in (1); or
 - 3) a second heat treatment whereby pH is reduced and kept for at least one hour at less than 6.

See example for statement of heat treatment:

<https://www.nqaclabs.com/assets/pdf/Example-heat-treatment.pdf>