

# Here's why you have been inspected

Swedish Customs works to prevent goods from entering and leaving Sweden illegally, and the fight against narcotics is paramount in this work.

We are here to protect lives, health and the environment and we do this by preventing goods such as narcotics, weapons and child pornography from entering and leaving Sweden illegally. We also work to prevent the spread of contagious and hazardous substances.

## People with nothing to hide also have to be checked

Our inspection work is essential in our fight, for example, against narcotics smuggling. We hope that you understand this. All the people who work for Swedish Customs will treat everyone in a correct and proper way and will respect their integrity.

Swedish Customs carries out around 100,000 checks every year. The legal mandate to do this is set out in the Customs Act (2000:1281) and in the Act (1996:701) on the Powers of Swedish Customs at Sweden's Borders with other European Union Countries.

## Have you got any questions or complaints?

If you have any questions or complaints you can contact us in the following ways.

### By telephone

If you have any questions about customs checks or would like help with processing a complaint, you



can contact us by phone. Call the Swedish Customs switchboard (+46 771 520 520) and select the option from the automated list that connects you to an operator. Ask to talk to KUNO, the customer ombudsman. By selecting KUNO you will get into direct contact with an employee between 08.00 and 16.30 weekdays. At other times, you can leave a message and we will call you back.

### By email or letter

If you would like to submit a written complaint, you can send an email to [tullverket@tullverket.se](mailto:tullverket@tullverket.se) or send a letter to: Tullverket, Rättsavdelningen, Box 12854, 112 98 Stockholm, Sweden



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