

Dear Customers,

Agri-Food & Veterinary Authority (AVA) has prepared a list of service standards, which we strive to adhere to. The list is as follows:

Document	Service Standard*
Animal, Meat & Seafood Regulatory Branch	
Permit to Import/Export Animals (Commercial)	2 working days
Permit to Import/Export Birds (Commercial)	2 working days
Permit to Import/Export Animals / Birds (Personal)	2 working days
Permit to Import/Export Animal Products / Veterinary Biologics	2 working days
Health Certificate	1 working day
Veterinary Certificate for Feed Pre-mixes	2 working days
Free Sale Certificate	2 working days
Veterinary Certificate for Processed Poultry Manure	2 working days
Importer Licence (Meat and Seafood)	1 working day
Wildlife Regulatory Branch	
Permit to import, export, re-export CITES species of animals & their parts and derivatives	2 working days
Pre-signed CITES permits (for personal/tourist items)	3 working days
Pre-signed B certificates (for personal/tourist items)	3 working days
B certificates (for ostrich products)	2 working days
B certificates (for ostrich skins)	2 working days
Certification of species	2 working days
Health certificate (for ornamental fish)	1 working day
Plant Regulatory Branch	
Import Licence (Fruits and Vegetables)	1 working day

* The service standard is determined from the date of receipt of the application to the issuance of the documents.

Issued by: Import & Export Division
Agri-Food & Veterinary Authority