



Export Controls Helpline – Terms & Conditions

- Members of the IOE&IT Export Control Profession can access the Export Helpline for free as part of their membership.
- All helpline queries must be submitted through your member profile on export.org.uk and responses from our team of experts will be via email for audit purposes.
- You will receive a response from one of our experts within 48 hours in working time, typically 8.30am to 5pm Mon-Thurs and 8.30am to 4pm Fri.
- Any information or advice supplied by the Institute of Export & International Trade and its staff and representatives in response to this query is provided for general guidance only: the author and the Institute of Export & International Trade can accept no responsibility for the accuracy of the information provided, or liability for any consequences arising from the information supplied.
- Users are advised to seek specialist advice where necessary.