Customer Advisory

Date:14 August 2026
Dear Valued Customers

Subject: Mandatory Implementation of the use of Pallets

Please be informed that Oman Customs (Royal Oman Police – Directorate General of Customs) has introduced a mandatory palletization requirement for all the cargo into Oman.

Oman imports via air & seaports – Effective date: 15th September 2026 (arrival date)

Details: Oman import cargo arriving through air & seaports must be palletized.

Requirement :

All a pplicable cargo must be loaded on:

Wooden pallets

Plastic pallets

Metal pallets

The purpose is to:

Improve cargo handling efficiency

Speed up customs clearance

Ensure smoother trade flow

Exempted Cargo:

The following cargo types are excluded (where palletization is not feasible):

Bulk cargo / loose cargo

Pipes, coils, steel rolls
Marble, stone blocks
Liquids and similar non-stackable items

Important Note:
Any shipment not complying with the palletization requirement may be rejected and returned to origin
Should you have any questions, please contact your local ESL Sales representative or our Customer Service team.

We thank you for your continued support of ESL.