



Export Helpline Non-Member Questions – Terms & Conditions

- Members of the IOE&IT can access the Export Helpline for free as part of their membership. Retired and Overseas memberships do not include free access to the technical help for exporters helpline.
- 20 minutes of our experts' time costs £50+VAT
- Once you have paid you will be sent an email with details of how to submit your query.
- All helpline queries must be submitted by email and responses from our team of experts will also be via email for audit purposes.
- If your query will take over 20 minutes of our expert's time to answer we will advise you and you will be given the option to purchase 'top up' time or upgrade to an IOE&IT member.
- 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.
- On the rare occasion that we are not able to answer your query we will refund your payment in full.
- 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.