

**Question for written answer E-003597/2025
to the Commission**
Rule 144
Dan-Ștefan Motreanu (PPE)

Subject: Protecting consumers from non-compliant small parcels in e-commerce

The Commission's latest report highlights the unprecedented strain faced by EU customs due to the explosion of e-commerce. In 2024, 88.9 % of imported products entered the EU as small parcels under the EUR 150 threshold, making them exempt from customs duties. Yet only 1.2 per million of these parcels were detected and declared as non-compliant. This situation poses a serious challenge to consumer protection, as many unsafe or non-compliant products can circulate freely on the EU market.

The report points to significant disparities in customs enforcement between Member States, with some conducting almost no effective checks. Current manual methods are inadequate to deal with the sheer volume of parcels, particularly those originating from non-EU countries such as China. Without urgent reform, customs authorities cannot guarantee the safety and compliance of products reaching European consumers.

While the Commission has announced a roadmap focusing on customs code reform, digitalisation, and the use of tools such as the Digital Services Act, the effectiveness of these measures remains to be seen. What steps does the Commission intend to take to ensure stronger, harmonised customs enforcement, close enforcement gaps between the Member States, and protect consumers from unsafe imports?

Submitted: 17.9.2025