

# BAGGAGE COLLECTION INSTRUCTIONS

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## PLEASE READ CAREFULLY

### **CARTONS & PACKING**

- To construct the cartons fold opposite sides of the carton together and tape securely to the underside.
- Items in each carton should be carefully packed and secured to prevent movement in transit.
- Please do not exceed the maximum weight of **30 kgs** per carton.
- Cartons containing electrical goods (PC, stereo, TV etc) and other fragile items covered under our Insurance for £250 or more must be cased, failing which cover for damage will be invalid. Please contact us for details.
- Bikes covered under our Insurance for £750 or more must be cased, failing which cover for damage will be invalid. Please contact us for details.
- Prior to collection all items must be packed and ready for shipment:
  - Ensure that top of each box is sealed using the tape provided.
  - Televisions: If your TV is being cased upon collection please remove the stand.
  - Bicycles: please remove pedals and the front wheel before placing in the bike carton.
- Please mark every item with the shipping REFERENCE NUMBER (provided by email the day prior to collection).
- Please ensure that every item is labelled with the RECEIVER'S SURNAME, ADDRESS, DESTINATION PORT and the NUMBER OF ITEMS in your consignment (e.g. 1/3, 2/3, 3/3). Failure to label correctly can result in loss.

Please note that any package considered unsuitable for export will be repacked by us and will incur a packing fee.

### **LONDON COLLECTION**

Once you have completed packing please contact us to arrange collection; please provide adequate notice (3-5 days ideally). Please complete the documentation enclosed and return it to our driver upon collection.

- Our Standard collection service is between **7am** and **5pm**. We will send you an SMS the preceding evening with an approximate 2 hour collection window. Please note we cannot provide a specific collection time.
- Saturday collections can only be arranged if you live in Central London and your consignment does not exceed 40 cubic feet. If you require a timed collection or your consignment exceeds 40 cubic feet please contact us.
- Please note that times are a guide only and are subject to change without notice.

### **NATIONWIDE COLLECTION**

Once you have completed packing please contact us to arrange collection; please provide adequate notice (3-5 days ideally). We will employ a national courier to collect your consignment. Please complete the documentation enclosed and return it to us via post, fax or scanned email. **DO NOT** give your documentation to the courier driver.

- Our Standard collection service is from ground floor only between **12pm** and **6pm** Monday to Friday, unless otherwise advised. Please note we cannot provide a specific collection time.
- We offer a Premium service if you require timed collection, collection on Saturday or from above ground floor.
- Please **DO NOT** give money or shipping documentation to the courier driver unless otherwise advised.
- Please note that times are a guide only and are subject to change without notice.

### **PAYMENT**

The following payment methods are accepted:

- Debit/Credit Card – recommended payment method to avoid delay (2.5% surcharge applies to credit cards).
- Bank Transfer – funds can take up to 5 working days to clear and may delay shipment.
- Cash (London collection only) – please have exact amount as driver cannot give change.

### **DOCUMENTATION**

Please note we cannot arrange shipment without completed documentation. Delay can result in additional charges.

- Provide a copy of the photo ID page in your passport (and destination visa), if required.
- Complete the Customs Inventory listing a box-by-box description of ALL items in the consignment (see the Sample Customs Inventory enclosed) and any destination customs forms required (see below).
- Complete the Shipping Instructions and include your destination address (not PO Box) and phone number.
- Complete the Insurance Proposal form and cover your goods for full destination replacement value.
- Complete the Airfreight Security Form (Airfreight consignments only).

**Please note all documentation must be completed prior to collection and our account must be paid in full prior to shipment, failing which shipment will be delayed and storage charges will be incurred.**

### **PROHIBITED ITEMS**

Certain items cannot be accepted under general conditions of carriage and storage e.g creams, liquids, food, cash, bonds, jewellery, alcohol, explosives, flammable gasses, lithium batteries, poisons & toxins, scuba tanks, gas cylinders, aerosol cans, ink or printer cartridges.

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## COUNTRY INFORMATION



### AUSTRALIA

- AQIS Unaccompanied Personal Effects Form (B534) must be completed prior to departure for Airfreight and Courier consignments or if the sender and receiver is not the same person.
- If you will **NOT** be in Australia to receive your consignment you must complete the section of the AQIS form titled 'Clearing Your Personal Effects' with the address, phone number and passport number, or the driving license number of the person who will be receiving your goods.
- If you have packed any alcohol or tobacco in your consignment please complete the Alcohol and Tobacco Declaration (available on our website). Note that additional tax and duty will be charged by Customs.



### NEW ZEALAND

- If you will **NOT** be in New Zealand to receive your consignment you must complete the New Zealand Customs Letter of Authority (available on our website).
- For Air Freight and Air Courier consignments MAF Unaccompanied Personal Baggage Declaration must be completed prior to departure.



### SOUTH AFRICA

- To import goods into South Africa by sea the **owner** of the goods **MUST** be in South Africa at least 10 days prior to the vessel's arrival to complete customs clearance documentation. Failing this, the goods will be transferred to bonded storage pending the **owner's** arrival with additional costs resulting.
- You **cannot** send goods to a 3rd Party. The sender and receiver must be the same person.



### USA

- The **owner** of the goods **MUST** be in the USA prior to arrival of the goods.
- Complete the US Customs form 3299 (Declaration for Free Entry of Unaccompanied Articles, Supplemental Declaration for Unaccompanied Personal and Household Effects, and Power of Attorney). Please return all original documents to us (emails or fax copies are not permitted).



### CANADA

- The **owner** of the goods **MUST** be in Canada prior to arrival of the goods.
- Completed Personal Effects Accounting Document (B4E) and Customs Inventory forms must accompany you and be stamped by Customs on your arrival into Canada.



### HONG KONG

- A Letter of Authority must be provided to import goods by sea into Hong Kong (available on our website).

## RESTRICTED ITEMS

Certain items cannot be imported as personal effects into many countries or may be subject to inspection and/or treatment or obtaining an import licence. For further information please refer to our specific importation guide for your destination on our website.

This information is not definitive and is intended as a guide only. Destination regulations can change without notice and for specific guidance we recommend that you obtain direct rulings from the relevant authorities. Many countries require additional documentation, which will be supplied by our destination representative.