

# Collection Instructions

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## Box Construction & Packing

- To construct boxes fold opposite sides of the carton together and tape securely to the underside
- Ensure that the box is constructed the correct way up
- DO NOT overload the boxes - each box must be able to be **lifted by one man** (maximum weight approx. 30 kilos)
- Make sure each box is **sealed** prior to the arrival of our driver
- Each box should be carefully packed, fragile items packed with tissue and bubble wrap provided. All items inside should be secured to prevent movement in transit
- High value electrical goods (stereo, TV, DVD, VCR etc) must be crated, failing which Standard Liability protection for damage will be invalid. Please call our office for details
- Our driver will mark every box or item with the appropriate REFERENCE number
- You must ensure that every box/item in your consignment is labelled with your SURNAME, ADDRESS, DESTINATION PORT, and the NUMBER OF BOXES/ITEMS in your consignment (eg 1/3, 2/3, 3/3)

## Collection

- 48 hours notice must be given for a normal collection. For consignments that consist of 6 or more pieces please give 5 working days notice if possible
- For Weekday collections AM or PM will be advised when you make your booking. AM collection times are between 7am and 1pm. PM collection times are between 11am and 6pm
- Please call our office from 8.30am on the day of collection for a more specific time window Saturday collections (**London Only**) commence from **7am**. Please be ready from this time. An indication of collection time can only be provided on the day
- Please complete the **Pink Payment Confirmation** form prior to collection

**Note: Times are only ever a guide and are subject to change without notice**

## Documentation

IT IS ESSENTIAL THAT ALL REQUIRED DOCUMENTATION IS COMPLETED CORRECTLY TO AVOID DELAYS OR ADDITIONAL CHARGES AT DESTINATION.

### Sea freight Consignments

- Complete the **Customs Inventory** listing a BOX-BY-BOX description of ALL items in the consignment, in the manner of the Sample Customs Inventory enclosed. Failure to complete the Customs Inventory will increase the likelihood of Customs examination and Quarantine inspection at destination resulting in additional costs.
- Complete the **Valuation Form** to the nearest £100 value, in the manner of the Sample Valuation Form enclosed. The minimum total value for a consignment should not be less than £200. the number of items in each category MUST be listed alongside the total value of the goods (e.g. Clothing/Footwear, 10 items, value £500). Failure to complete the Valuation Form fully and accurately may result in the rejection of a claim.

### Airfreight Consignments

- You must supply a copy of the main photo/data page of your **Passport, relevant visa information**, and customs documentation if required (Australia, New Zealand, USA).
- Full **contact address** and **phone number**
- Completed **Customs Inventory** (See note above)
- Completed **Valuation Form** (See note above)
- Completed **Airfreight Security Form** (see our website or ask our driver for a form on the collection day)

..... Please turn over for further information

# Specific Country Information

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## Australia

- An **Australian Quarantine and Inspection Service (AQIS) Form (B534)** must be completed by the owner of the goods for every consignment.
- If you will **NOT** be in Australia to receive your consignment:
  1. the AQIS form **MUST** be completed in the UK prior to departure. This is available in advance, on our website or from our driver on the collection day.
  2. a representative (relation/friend) can receive the goods on your behalf. They will be contacted by our destination agents and **MUST** be aware of the contents of every box/item in your consignment.
  3. you must also provide us with the photo page of your Passport (for all Australian Passport holders), and every stamped page and entry visa (if you are not an Australian Passport holder).
- Any additional documentation that is required to be completed will be forwarded to you or your representative at the destination address prior to the arrival of your consignment.

## New Zealand

- If you will NOT be in New Zealand to receive your consignment:
  1. you must complete the "New Zealand Customs - Letter of Authority" (see our website or ask our driver for a form on the collection day)
  2. you must also provide us with a copy of the photo page of your Passport.
- For AIRFREIGHT consignments a completed NZ MAF Declaration Form must be completed prior to departure.

## South Africa

- To import goods into South Africa 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 which the goods will be transferred to bonded storage pending the owner's arrival with additional costs resulting.

## USA/Canada

- To import goods into the USA or Canada the owner of the goods **MUST** be in the country prior to their arrival.
- Additionally the following documentation must be supplied by the owner:
  1. A full contact address (Not P.O. Box) including phone number, including those to arrival **AIRPORT ONLY**.
  2. A clear copy of the photo/data page of your Passport
  3. **USA ONLY** - Completed US Customs Forms. (Declaration For Free Entry of Unaccompanied Articles, Supplemental Declaration for Unaccompanied Personal and Household Effects, and Power of Attorney)

For further information please read "The Guide To Importation Of Personal Effects" enclosed with your quotation. You should retain receipts for any items that may be dutiable on arrival for presentation to Customs.

## Hand all **COMPLETED** paperwork to our driver on day of collection

### Payment

Please complete the pink payment confirmation sheet before the driver arrives. We accept the following payment methods:

- Cash (Please note that the drivers do not carry change)
- Cheque (requires 5 working days for clearance - this will delay air and road freight consignments)
- Debit Card or Credit Card (A 2.5% surcharge applies to Visa, MasterCard or Amex)
- Postal Order or Travellers Cheques

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