

## FREQUENTLY ASKED QUESTIONS

### What is a baggage shipment?

A baggage shipment is **BAGGAGE REMOVALS** of used personal effects sent overseas.

To be sent as baggage it must conform to the following criteria

- All packages have been packed by you
- maximum Volume allowed - 2 cbm
- Maximum piece weight 30 kg.
  - Maximum length 1.0m
  - You, the shipper, must have residency status in the Country of Destination
  - In most cases, you must be in the country when the goods arrive

### What is not allowed in Baggage?

- Temporary imports (such as excess baggage for holidays)
- Furniture
- Anything that cannot be handled safely by a 1 man courier service.
- Commercial products (for re-sale)
- Dangerous goods
- Anything else prohibited by the country of destination ( we will provide that advice)

### What happens when my goods arrive at their destination?

Once your goods have arrived at their destination you will be contacted to arrange a convenient delivery date. Our agent will deliver the items into your property using a local courier service.

- They do not unpack the packages
- They do not position the packages in specified rooms

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### What is included in the charges?

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Our price will be for a **door to door** service. We will include all known charges including

- Pickup
- Consolidation and documentation
- Terminal Handling and Freight charges
- Customs lodgement
- Delivery to the agreed residence.

### What is not included in the charges?

- Any duty or taxes levied by Government
- Any fees as a result of inspection by Customs.
- Any storage fees caused by delays in customs clearance

### Will my shipment be opened on the way?

We do our best to respect your privacy. However, customs officials reserve the right to inspect goods

When taking delivery, you should check each item off the inventory and condition report as it is delivered.

### Can I ship toiletries, alcohol and food?

Food is generally not permitted for most destinations, but toiletries are. We can give you more information that is specific to your country . Alcohol is generally permitted, although you will likely have to pay duty/tax. We can advise you about any extra costs.

### How much are the customs fees?

In many cases, people taking up residency, and importing used personal effects, will be exempt from duty and taxes. Each country has specific rules and we will advise you



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### Will I have to be at the destination for customs clearance?

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Most destination countries require you to be there when your belongings clear customs. However, there are some exceptions – we will be able to let you know whether your destination is one of them.



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