

Collection Instructions

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 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

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)