



## How to use our services

This is a general guideline on how we work with you on shipping your items to another country. As you can imagine all countries are different in their customs requirements and import procedures.



### Booking your shipment

- Contact us by phone, e-mail, fax or post your documents to us. After we receive your completed forms we will formalise your booking and arrange pickup if required. We require a copy of your passport photo page, our shipping form filled out and a detailed packing list of your items. If you are immigrating to another country please also provide a copy of your visa for that country. Customers can always come directly to our office in Auckland and complete the paperwork there. We offer 1 months free storage if you are traveling and need items sent at a later date. You can make arrangements with us to export your items if you are not in NZ.



### Packaging

- Each item being shipped requires your name and delivery address clearly labeled or written with black felt pen. Soft sided bags, snowboard bags, surfboard bags etc should be addressed with name and delivery address on the outside and on the inside. For cartons and packages do not use brown or white wrapping paper to wrap the boxes with as this can come off in transport handling and then your items can get lost in transit. You can use your own cartons. Do not use fruit boxes or any boxes not in good condition. Electronic items such as stereos and DVD players, TV's or flat screen should be shipped in their original boxes and securely packaged. Do not pack flammables, cologne, perfume, aerosol cans of any sort, paints, flammable cosmetics or lead acid batteries.



### Arranging Pickup

- After packaging your goods and returning your forms and documents to us we will arrange pick up from your residence or business. Once we have the items at the export terminal we will weigh and measure for your final shipping weight of cubic measurement and then notify you of your final charges before we export. We use several transportation firms to pickup your items around the country to transport your items to an export terminal in Christchurch or Auckland. These services are not involved with the export of your items. Do not give drivers any documents or payment. They are only involved with transporting your goods in NZ. Pickups are arranged by 3pm the previous business day. Either am or pm. No specific time can be booked.



### Payment Options

- Payment is by credit card for all door to door shipments. Customers dropping off at our terminal may pay by cheque or direct deposit. No EFTPOS. Shipments are exported once final charges are agreed and paid. We offer Air & Marine insurance through AIG NZ at 4% of the value of your goods with a \$500 exclusion for self packed items.



### Send us your forms and documents

E-mail [shipping@nzbaggagemovers.co.nz](mailto:shipping@nzbaggagemovers.co.nz)

Phone 0800 692 244 or 64 9 984 8059

Postal address PO Box 107057, Mangere East, NZ

FAX 64 9 256 9597 NZ 09 256 9597



## Air Shipments

- **Door to door.** Unless you are dropping your items at our terminal our procedure is as follows. All the forms and copies of passports listed above. For shipments to Australia, UK, USA and Ireland please fill out the customs forms for the country you are shipping to. Maximum suggested weight per piece is 30 kilos. Requires minimum of 3 business days notice to make booking and send transportation documents to your residence. At time of booking your pickup we will charge 100% of your estimated weight to your credit card. Valid credit card required for door to door courier shipments no direct deposits. Cash or cheque acceptance at Auckland depot office only. Shipment will be exported once full payment is received. At time of export your shipment is subject to re-weigh and volumetric charges per piece may apply. If after re-measure and reweigh your shipment increases in shipping weight we will charge your credit card for the difference in your estimated weight and the final export chargeable weight. Shipment will be exported once full payment is received. All cargo weighed and measured electronically and loose straps or tags can cause increased volumetric weight. We ship ski's, snow boards, surfboards, suitcases and cartons. We recommend cargo insurance for all shipments. Please contact us for those services. Not included in our services are arranging for customs duties, agriculture department inspections, taxes on items exported. Most countries do not tax personal effect items being imported, but customs clearance is always at the discretion of the customs officer clearing your items or import. If you are shipping your items to another individual the arriving customs office may charge duty on the items as you are not the importer of your own items. We recommend you always be the sender and the receiver of your own items. Some countries may require proof of your arrival in that country before clearance is granted. If duties, GST or agriculture department inspections are required you will have to pay the office handling the arrival of your shipment for those charges.

- **Door to depot or depot to depot air shipping.** After we have your items weighed and measured we will give you the final price and book your items to travel on an air carrier to your requested destination. Air service is space available. Large pieces can be shipped. After departure we will e-mail you the airline airwaybill or airwaybill number and provide phone and address of cargo terminal. Upon arrival at destination airport you will contact the cargo terminal and local customs office. Airline usually has a release fee averaging \$40 to \$85. You will clear your own items with the local customs. Usually you have 3 business to clear your shipment after shipment has arrived before your would incur storage charges.



## Sea Shipments

- **Door to door.** Charged per cubic measurement Prices include residential pickup, all NZ export document charges, arrival customs clearance and 1 ground level delivery. Rates do not include any possible, agriculture inspections, fumigation, customs duties or storage charges. Residential pick up service requires 48 hours notice. All prices in NZD. Final pricing your shipment is determined by the shipping line measuring your cubic meter volume. All items must be packed and or boxed for transport. Transit time varies by country of destination. Please make sure all items are labeled or properly addressed to your delivery address. We can provide packing services in the Auckland region for furniture items. We recommend you always be the sender and the receiver of your own items. Some countries may require proof of your arrival in that country before clearance is granted. If duties, GST or agriculture department inspections are required you will have to pay the office handling the arrival of your shipment for those charges. UK door to door baggage shipments have a 25 kilo per item on shipments. Items weigh over that may incur a two man delivery charge. Not applicable to household goods shipments over 2.85 cubic meters.

- **Door to depot or depot to depot sea shipping.** Shipment has a minimum of 1 cubic meter in shipping charges. Shipments are sent via commercial "Less than Container Load" services and generally leave weekly from NZ. For shipments larger than 1 cubic meter you are charged by the closest rounding 1.20 cubic meter 2.9 etc. Our prices to you will include residential pickup and sea freight as one charge. Export documents are a flat fee per shipment. Not included are any charges at the point of arrival. These can be terminal handling fees, delivery order, security fees, arrival documents fees, fumigation, storage fees, etc. After the vessel has departed we will send you the shipping line bill of lading. This is your document to present to the arrival agent whose contact details are indicated on the document. You will need to contact the arrival agent to make arrangements to pay your arrival fees and the local customs office for clearance procedures. Large furniture pieces by application. Usually you have 3 business to clear your shipment after it has arrived before your would incur storage charges.



# CARGO SHIPPING DOCUMENT

Shipper's name: \_\_\_\_\_  
 Street address: \_\_\_\_\_  
 Apartment #: \_\_\_\_\_  
 Suburb: \_\_\_\_\_  
 City: \_\_\_\_\_  
 Province or State: \_\_\_\_\_  
 Country: \_\_\_\_\_  
 Postal Code: \_\_\_\_\_  
 Phone: (    )                      Work Phone: (    ) \_\_\_\_\_  
 Cell phone: (    ) \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Pickup Date: \_\_\_\_\_

Receiver's name: \_\_\_\_\_  
 Street address: \_\_\_\_\_  
 Apartment#: \_\_\_\_\_  
 Suburb: \_\_\_\_\_  
 City: \_\_\_\_\_  
 Province or State: \_\_\_\_\_  
 Country: \_\_\_\_\_  
 Postal Code: \_\_\_\_\_  
 Phone: (    )                      Work Phone: (    ) \_\_\_\_\_

Number of Items or containers: \_\_\_\_\_  
 Special or oversize items: \_\_\_\_\_  
 Required declared value of total shipment: \_\_\_\_\_  
 Estimated total weight: \_\_\_\_\_

Insurance required:  yes  no. Premium is 4% of value.  
 Option 1 \$500 NZD excess for self packed items  
 Option 2 \$250 NZD excess for professionally packed items  
 Minimum insured value \$2,000 NZD. Please read enclosed policy for details.

Service Required:  
 Door to door by air \*\*     Door to door by sea \*\*  
 Door to airport     Depot to airport  
 Door to seaport     Depot to seaport  
 \*\* Services require UK and Australian customs forms

Required: write name and address of sender address and receiver address on each box with black felt tip or use label. Keep a copy of packing list & this form. Attach Packing List identifying contents of each container for customs export/import offices and insurance requirements. Email, Fax, Post or personally bring: this form, your packing list and photo page of passport to our office. **Do not give any of these documents to courier driver if you are having your items picked up. Drivers do not accept payment nor give pricing informaton.** Fax to 64 9 256 9597, Email to documents@nzbaggage movers.co.nz. Post to: PO Box 107057, East Mangere, New Zealand (not depot address). Final payment is determined by final export weight and measurement at export terminals in Auckland and Christchurch.

**Conditions of acceptance:** I understand it is my responsibility to declare any flammable or hazardous material and to supply information where applicable. I am required to supply a 'dangerous goods declaration' if such materials are in my shipment. I am responsible for all arriving air or sea port: customs fees, duties, taxes, any GST or VAT charged by governments, storage charges, fumigation charges, terminal handling charges or security examinations and agency fees for the release of my goods and or taxes GST or VAT on those fees. Planned departure and arrival dates are not guaranteed. All items are shipped as freight and are on a space available basis for transport. Delays by service providers due to any reason or misrouting are the responsibility of the service provider not NZ Baggage Movers Ltd. I understand that all items must be packed sufficiently in structurally sound containers to handle the normal wear and tear of transportation handling systems. I authorise NZ Baggage Movers to arrange the shipping of my goods with service providers. Payment is based on NZ Baggage Movers or its agents determining final weight or dimensional weight whichever is the greater per item. The Goods are carried at the Customer's risk and the Customer authorises NZ Baggage Movers to act as its agent to enter into the terms and conditions in a transport document on behalf of the Customer. I understand that my items may be inspected by airline security staff or customs officers for security reasons.  
**Door to Door shipments may require:** customs duties, VAT/GST taxes, customs entry fee, agriculture inspection fee, paid to the Customs department at the port of entry before delivery. Customs may also require customs entry forms to be completed in the country of importation before delivery can occur. Customs can require proof of ownership and personal proof of arrival into that country for personal effect shipments before delivery. Clearance of your items is at the discretion of the customs department of the country of import. I am responsible for all arriving air or sea customs duties, agriculture department inspections or charges for required cleaning of items. Second attempt delivery may incur a delivery charge. Deliveries are ground floor level. Individual items weighing in excess than 25 kilos to the UK as sea freight may require a two man delivery at an extra delivery charge payable to delivery company. Courier company shipments maximum of 25 kilos per piece. Changing delivery address to another delivery region can create additional delivery charges payable to the delivery agent.  
**Pickup and delivery times and dates are estimates and no guarantees are made for either pickup date or time or delivery date or time whatsoever. I authorise my goods to be shipped per the terms and conditions of NZ Baggage Movers Ltd. Copy or scan of passport photopage required for all shipments!**

**Required shipper's signature** \_\_\_\_\_ Date \_\_\_\_\_

Shipments must be prepaid. Please debit my credit card:  
 [ ][ ][ ][ ] [ ][ ][ ][ ] [ ][ ][ ][ ] [ ][ ][ ][ ]

Type:  Visa     Mastercard    Expiry Date: \_\_\_\_\_

Cardholder's name \_\_\_\_\_

Cardholder's signature \_\_\_\_\_ Date \_\_\_\_\_

14A Rennie Drive. • Airport Oaks • Auckland New Zealand (not postal address)  
 Auckland 09 984 8053 • NZ 0800 692 244 • INTL 64 9 256 9598 • FAX 64 9 256 9597  
 Post Office Box 107057 • Airport Oaks • Mangere East • Auckland • New Zealand



# Packing List

**DO NOT PACK** any liquids, flammables, camping gas, perfume, spray paint, paint, hair spray, car batteries.  
Copy of passport photopage required for all shipments .

## 1. Container Contents:

<i>Dimensions in centimeters:</i>	<i>Length</i>	<i>Width</i>	<i>Height</i>

## 2.

<i>Dimensions in centimeters:</i>	<i>Length</i>	<i>Width</i>	<i>Height</i>

## 3.

<i>Dimensions in centimeters:</i>	<i>Length</i>	<i>Width</i>	<i>Height</i>

## 4.

<i>Dimensions in centimeters:</i>	<i>Length</i>	<i>Width</i>	<i>Height</i>

## 5.

<i>Dimensions in centimeters:</i>	<i>Length</i>	<i>Width</i>	<i>Height</i>

## 6.

<i>Dimensions in centimeters:</i>	<i>Length</i>	<i>Width</i>	<i>Height</i>



## Insurance information

There are two types of coverage.

*Goods that are not professionally moved are restricted to Option 1 – Limited Cover only*

### OPTION 1 – LIMITED COVER

You are insured for accidental loss to insured property occurring during the transit as a direct result of:

1. fire, or
2. flood, or
3. accident to, or overturning of the conveying vehicle.

### OPTION 2 – ACCIDENTAL LOSS

You are insured for accidental loss to insured property occurring during transit caused by an external and physical event.

There is a significant difference in the coverage.

Please advise us when purchasing insurance which cover is correct for your shipment.

Shipments by aircraft and or air courier are covered under the conditions of contract as they travel on an airwaybill. These can include partial damage to a shipment. Any possible claim for damage or loss needs to be noted at the time of delivery by you. This procedure can take time to resolve. Shipment via airwaybill are covered on a by kilo basis. Additional valuation may require insurance.

Shipments by sea are not covered by the shipping line. Partial damage or total loss is not covered by the shipping line. Insurance is recommended for all sea freight shipments.

Our insurance programme does offer the two types of insurance.

Self packed shipment by sea are not covered for breakage of contents.

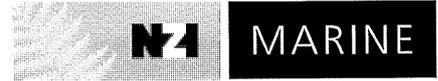
If you decide to purchase insurance, please indicate by your signature that you have been advised of the conditions of coverage.

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Your Signature

Date

# NZI MARINE HOUSEHOLD GOODS & PERSONAL EFFECTS APPLICATION FORM



## YOUR DUTY OF DISCLOSURE

You must tell us all information you know (or could reasonably be expected to know) which would influence the judgement of a prudent underwriter whether or not to accept your application, and if it is accepted, on what terms and at what cost.

### Examples of information you may need to disclose include:

- anything that increases the risk of an insurance claim;
- any criminal record;
- if another insurer has cancelled or refused to renew insurance, or has imposed special terms;
- any insurance claim you have made in the past.

### Examples of information you do not need to disclose include:

- anything that reduces the risk of an insurance claim;
- anything we say you do not need to tell us about;
- anything that is common knowledge;
- anything you have already told us, or that we should be expected to know in the ordinary course of our business.

These examples are a guide only. If you are not sure whether you need to disclose a particular piece of information, please ask. WHEN IN DOUBT – DISCLOSE. ALL INFORMATION WILL BE TREATED CONFIDENTIALLY.

## GUIDELINE TO THE COVER

The following is a brief guideline to the Policy and Application.

WE STRONGLY RECOMMEND YOU READ THE POLICY WORDING TO OBTAIN FULL DETAILS OF THE EXTENT OF COVER AND THE CONDITIONS AND EXCLUSIONS THAT APPLY.

Should you require clarification, please refer to the nearest office of NZI or your Insurance Broker/Advisor.

- COVER**

There are two options of cover. You must state the option you require at the time when you complete this Application.

  - **OPTION 1 – Limited Cover**  
You are insured for **accidental loss** to **insured property** occurring during the **transit** as a direct result of:
    1. fire, or
    2. flood, or
    3. accident to, or overturning of the conveying vehicle.
  - **OPTION 2 – Accidental Loss**  
You are insured for **accidental loss** to **insured property** occurring during **transit** caused by an external and physical event.

**Earthquake** on shipments within New Zealand is covered by the Government Earthquake Commission (EQC). The most the EQC will pay is NZ\$20,000. If cover Option 2 is taken NZI will pay the amount in excess of the EQC.

**Storage.** If, during transit and prior to delivery at destination, you arrange for storage at a carrier's warehouse you are insured for an aggregate period of up to 30 days. **Extra Storage** cover is available and you should record your requirements on this Application.

**Duration of cover.** Unless otherwise stated in the schedule cover applies from house to house. It will not cover you during packing or unpacking at your house.
- EXCESS**

A compulsory excess of NZ\$250 (exclusive of GST) applies to Option 2. To obtain lower premiums, you can increase the excess and should note your requirements on this Application.
- EXCLUSIONS**

A number of exclusions apply. These are contained in the **GENERAL EXCLUSIONS** section of the policy.
- CONDITIONS**

A number of conditions apply. These are contained in the **GENERAL CONDITIONS** section of the policy.
- CLAIMS**

In the event of a claim you are required to take certain action. Details are contained in the **CLAIMS** section of this policy.

**6. CLAIMS SETTLEMENTS** Most goods are insured on the basis that, if they are less than 10 years old, the Company will, in the event of loss, pay you the replacement value or full cost of repair. There are some items which are not insured for replacement value and your attention is drawn to the Basis of Settlement section of the policy wording.

**7. VALUES** It is important that you state the full **PRESENT VALUE** of your goods when completing this Application.

The **PRESENT VALUE** is the market value at the time and place of transit commencing, after due allowance for age and condition.

If the transit involves a marine adventure, as defined by the Marine Insurance Act, 1908, and you under-insure, ie declare a value which is less than the full present value, then **AVERAGE** applies and you will be required to stand a part of any claim in addition to the excess.

As an example, if the value of your goods being moved is \$50,000 and you insure them for \$30,000 then, if you lost a television valued at \$1,000, the insurance policy will pay:

$$\frac{\$30,000}{\$50,000} \times \$1,000 = \$600$$

(from which the excess would then be deducted).

To assist you in declaring the full present values, typical household item costs (new) are listed overleaf. In addition, space is provided for you to enter the present value of your goods in order to ensure you declare the correct total value.

## DETAILS OF APPLICANT

**APPLICANT'S NAME**

First Name \_\_\_\_\_ Surname \_\_\_\_\_

**POSTAL ADDRESS**

Number/Street \_\_\_\_\_

Suburb \_\_\_\_\_ Town/City \_\_\_\_\_ Post Code \_\_\_\_\_

**CONTACTS**

Business Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_ Private Phone \_\_\_\_\_

**TRANSIT DETAILS**

From (place) \_\_\_\_\_ To (place) \_\_\_\_\_ On (date) \_\_\_\_\_

Method of carriage (please tick those applicable)      Road or rail       Ship       Aircraft

Sum Insured (please specify currency) \_\_\_\_\_

**IMPORTANT NOTICE**

You should insure for the full present value of your property. The policy is subject to average which means that if you do not insure for the full present value you will be required to stand part of any claim. You should carefully read and understand the Policy Wording and guidelines on the front of this Application.



## AGREEMENT

I agree that:

**1. Material Facts**

- (a) All information given to NZI (whether oral or written) is true and correct;
- (b) All material facts have been disclosed. (See 'Your Duty of Disclosure');

**2. Terms of Policy**

The terms of NZI's policy are accepted;

**3. Use of information**

- (a) My personal information collected by NZI may be:
  - (i) used by NZI to advise me of its other services;
  - (ii) disclosed to other members of the insurance industry and Insurance Claims Register Ltd., and to parties who have a financial interest in the subject matter of the policy;
- (b) My personal information held by other members of the insurance industry and insurance register may be disclosed to NZI.

**4. Agency**

Anyone who assists me to complete this Application Form is acting as my agent only.

**Privacy Act Statement:**

- We gather information about you (including your claims history) to consider your application for insurance. If you refuse to provide it, we may decline your application or declare this policy unenforceable from the beginning.
- This information is held by us and you may access and seek correction of it. It may be passed on to other insurers you deal with, and interested parties.
- Your claims history is passed onto, and held by Insurance Claims Register Ltd. This enables other insurers you deal with to access it, and prevents fraudulent claims.

**On behalf of all applicants**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Title/position \_\_\_\_\_

## VALUATION GUIDE TO ASSIST YOU IN DETERMINING PRESENT VALUES

	TYPICAL NEW VALUE NZ\$	YOUR PRESENT VALUE		TYPICAL NEW VALUE NZ\$	YOUR PRESENT VALUE
<b>KITCHEN</b>			<b>DINING ROOM</b>		
Pots/pans	\$1,000		Dining table/chairs	\$5,000	
Crockery/glassware	\$1,000		Sideboard/cabinet	\$2,000	
Cutlery/utensils	\$500		Liquor	\$2,000	
Electric toaster	\$75		Silver/ornaments	variable	
Electric frypan	\$140		Curtains/blinds	\$500	
Mixer/blender/processor	\$500		Glassware/crystal	\$1,000	
Electric kettle/jug	\$80		Other		
Electric coffee maker	\$90		<b>Indicative total</b>	<b>\$10,500</b>	
Dishwasher	\$1,500		<b>LAUNDRY</b>		
Microwave	\$900		Washing machine	\$1,500	
Deepfreezer	\$1,000		Dryer	\$550	
Refrigerator	\$1,200		Vacuum cleaner	\$600	
Bowls/baking equipment	\$200		Iron/ironing board	\$150	
Curtains	\$130		Linen cupboard contents	\$2,000	
Tables/chairs/stools	\$1,000		Cleaning materials	\$150	
Clocks/ornaments	variable		Other		
Foodstuffs	\$1,000		<b>Indicative total</b>	<b>\$4,950</b>	
Sundry items	variable		<b>GARAGE</b>		
<b>Indicative total</b>	<b>\$10,315</b>		Power/hand tools	\$2,000	
<b>BEDROOMS</b>			Mower	\$900	
Bedroom suite furniture	\$5,000		Bicycle	\$1,000	
Curtains/drapes	\$1,500		Outdoor furniture	\$800	
Bed coverings	\$2,000		Camping gear/tent	\$1,000	
Beds/mattresses/pillows	\$3,000		Garden tools	\$500	
Electric blankets	\$170		BBQ	\$400	
<b>Indicative total</b>	<b>\$11,670</b>		Other		
<b>LOUNGE</b>			<b>Indicative total</b>	<b>\$6,600</b>	
Television	\$1,500		<b>OTHER</b>		
DVD Player/DVDs	\$1,500		Photographic equipment	200	
Stereo equipment	\$3,000		Musical instruments	\$1,000	
Lounge suite & cushions	\$5,500		Sports equipment	\$1,000	
Curtains/blinds	\$2,800		Binoculars/telescope	\$500	
Rugs	\$600		Cassette player/radio	\$500	
Coffee Table	\$500		Luggage	\$1,500	
Ornaments	variable		Sewing/knitting machines	\$2,000	
Pictures/books	\$2,000		Clothing/footwear	\$5,000	
Records/tapes/CDs	\$1,000		Computer/equipment	\$5,000	
Sideboard/wall unit	\$2,000		Toys/games	\$500	
Light fittings/lamps	\$1,000		Heaters	\$1,000	
Bookcase	\$500		Mirrors	\$400	
Other			Other		
<b>Indicative total</b>	<b>\$21,900</b>		<b>Indicative total</b>	<b>\$20,600</b>	
			<b>OVERALL INDICATIVE TOTAL</b>		
			<b>\$86,535</b>		