



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

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 nominated value. \$500 NZD excess for self packed items
 Minimum insured value \$2,000 NZD.

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>



American Home Assurance Company

New Zealand Branch

Incorporated with Limited Liability in the USA

A Member Insurance Company of American International Group

APPLICATION FOR HOUSEHOLD REMOVAL INSURANCE

NAME (please print):

ORIGIN ADDRESS:

DESTINATION ADDRESS:

IMPORTANT: THIS POLICY IS SUBJECT TO AVERAGE - YOU WILL HAVE TO BEAR A PROPORTIONATE PART OF ANY LOSS OR DAMAGE TO ITEMS NOT INSURED FOR THEIR REPLACEMENT COST OR PRESENT VALUE AS PER THE NOTE BELOW

- NOTE:**
- Replacement Cost on all items not more than 10 years old (excluding clothing or footwear, household linen, bicycles or sports equipment, computer or associated equipment (incl software), books, records, compact discs, audio/video tapes) must be declared.
 - Present Value on all items not included in 1. above must be declared.

QTY	ARTICLE	VALUE	QTY	ARTICLE	VALUE	QTY	ARTICLE	VALUE
	LOUNGE/RUMPUS			LINENS			ELEC. APPLIANCES	
	Sofa(s)			Sheet(s)			(other than kitchen)	
	Chair(s)			Pillow Cases			Radio(s)	
	Lamps			Spreads			Television(s)	
	Table(s)			Quilts			Stereo Equipment	
	Pictures/Paintings			Blankets			Video(s)	
	Mirrors			Bathroom Linen			Typewriter(s)	
	Bric-a-brac			Other _____			Sewing Machine(s)	
	Desk			TOTAL			Sm. Elec. Appliances	
	Carpets			MAIN BEDROOM			Other _____	
	Curtains/Drapes			Beds/Mattresses			TOTAL	
	Other _____			Dresser(s)			MISCELLANEOUS	
	TOTAL			Chest(s)			Tools	
	DINING ROOM			Night Stand(s)			Tool Chest(s)	
	Table(s)			Lamps			Garden Tools	
	Chair(s)			Mirrors			Mower/Edger	
	China Cabinets			Chair(s)			Patio Furniture	
	Rugs/Curtains			Rugs/Drapes			Grill/Barbeque	
	Lamps/Chandeliers			Other _____			Air Conditioner/Fan	
	Other _____			TOTAL			Photographic Equip.	
	TOTAL			BEDROOMS			Sports Equip.	
	KITCHEN			Beds/Mattresses			Bicycles	
	Table/Chairs			Dresser(s)			Musical Instruments	
	Dishes			Chest(s)			Vacuum/Polisher	
	Glassware			Night Stand(s)			Books	
	China			Lamps			Toys/Games	
	Crystal			Mirrors			Records/Tapes/CDs	
	Utensils			Chair(s)			Computer/Accessories	
	Silverware			Rugs/Drapes			Knitting Machine	
	Pots/Pans			Other _____			Spinning Wheel	
	Refrigerator			TOTAL			Other _____	
	Microwave			OTHER ITEMS			TOTAL	
	Freezer						TOTAL as above	\$
	Sm. Elec. Appliances						OR	
	Other _____						As per attached list	\$
	TOTAL						Plus Packing and	
	CLOTHING						Removal Charges	\$
	Women's						GRAND TOTAL	\$
	Men's							
	Children's							
	TOTAL			TOTAL				

I/We declare that:

DECLARATION

- The sums insured represent replacement cost or present values at destination.
- The above statements and answers are correct in every respect. I/We have given American Home Assurance all the information likely to affect the acceptance of this insurance.
- I/We acknowledge that this proposal shall form the basis of the contract between American Home Assurance and me/us and I am/we are willing to accept cover subject to the Company's Policy Conditions and special terms.

NAME OF REMOVAL COMPANY

APPLICANT'S SIGNATURE _____

DATE _____