



WHAT TO EXPECT FROM BLISS DESTINATION SERVICE



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To ensure a smooth and professional relocation experience for your client, we have prepared this overview of **Bliss's destination services in Italy**.

This document is designed to help your client understand what they can expect from our process and services. Please feel free to share it directly with them once the service has been formally assigned to us.

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Document Processing and Assistance

Upon formal service assignment, BLISS will initiate contact with your client via an introductory email detailing all documentation required for customs clearance in Italy. Our process ensures the perfect management of the import customs process, minimizing the risk of delays or issues. This includes:

- **Guidance and Support:** Assistance in completing and collecting the necessary documents, supported by clear instructions, phone calls, and infographics.
- **Timely Submission:** All required documentation will be submitted to customs authorities at least three weeks prior to the shipment's arrival to guarantee a smooth clearance process.

2

Standard Customs Clearance

We manage the customs clearance process in full compliance with Italian regulations. The estimated timelines for standard import clearance are:

- **Air Shipments:** 3–5 business days.
- **Sea Freight** (Full Container Load - FCL): 5–7 business days.
- **Sea Freight** (Less than Container Load - LCL): 7–10 business days.
- **Important Note:** *These timelines are estimates based on standard conditions and cannot be guaranteed, as customs clearance is subject to various factors outside our control, such as customs officer requirements, inspections, or documentation issues.*

3

Dedicated Point of Contact

To provide the best possible assistance and avoid confusion, Bliss will assign your client a dedicated point of contact who will manage the entire process. This ensures:

- Clear and direct communication;
- Streamlined coordination of all stages of the service;
- Personalized attention to address any questions or concerns promptly;
- This single point of contact will act as the go-to person for updates, assistance, and support throughout the process.

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Transport to Residence (Dedicated Containers)

For full container shipments, Bliss will arrange transportation directly to the residence once customs clearance is completed and the shipment is released.

Important notes: Access conditions at the final delivery address are critical. In many Italian locations, direct container access to the residence is not permitted, and a shuttle service or warehouse handling may be required. Bliss will conduct a pre-check of the delivery address to determine accessibility and provide a quote for any additional services if needed.

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Transport for Air and Consolidated Sea Shipments

For shipments arriving via air or consolidated sea freight, Bliss offers:

- Collection from the airport or Container Freight Station (CFS) by a commercial truck or courier.
- Transportation to our nearest warehouse.
- Final delivery to the residence via Bliss vehicles.

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Delivery and Unpacking Services

Our professional delivery team ensures a seamless experience for your client. Services include:

- Delivery up to the first floor;
- Unpacking and positioning of furniture in the home;
- Basic reassembly of items such as tables, beds, and small sofas;
- Unpacking boxes onto flat surfaces;
- Debris removal on the same day of delivery.

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Proactive and Timely Communication

Bliss prioritizes clear, proactive communication. Throughout the service, we will provide regular updates on the progress of the shipment, ensuring both you and your client are fully informed at every stage.

Important Notes: We recommend that your client reviews the inclusions and exclusions of their service agreement.

Any items or services not listed in this overview will be considered as extras and may result in additional charges. It is critical to communicate any special requirements or conditions (e.g., access challenges or delivery preferences) in advance to avoid delays or misunderstandings. At Bliss, we act as an extension of your company, dedicated to delivering a seamless and professional service that reflects positively on your brand. Should you or your client require additional information, clarification, or assistance, please do not hesitate to reach out.



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