**Destination Services – POE TORONTO**

Metropolitan Logistics provides full Destination Services across Canada for LCL, Air Freight, and FCL shipments.

Our services are designed to ensure a seamless clearance, handling, and final delivery process — from port or airport to the client’s residence.

We operate coast-to-coast with experienced teams, delivering professional service.

### Service Inclusions *(Applicable to All Modes)*

* Pickup from bonded warehouse, port ,terminal, airport cargo facility.
* Inland transportation to residence or delivery address.
* Delivery inside residence (up to 2nd floor or via elevator; no outside staircases).
* Basic unpacking of furniture and placement on flat surfaces .
* Same-day debris removal *(if unpacking is performed)*.
* Assembly of standard household furniture and basic in-home setup.
* Coordination with the booking agent and consignee for delivery arrangements.
* Completion of PODs and required documentation.
* Assistance with the Canadian customs clearance process *(in-person by shipper)*

### Rate Exclusions *(Applicable to All Modes)*

* Destination Terminal Handling Charges (THC/DTHC/ATHC)
* Demurrage, port storage, congestion fees.
* Customs duties, taxes, inspections, fumigation, or steam cleaning.
* Parking permits, city access permits, or related fees.
* Stair carries beyond the 2nd floor, long carries over 25m, or shuttle/crane service.
* Handling of heavy/specialty items over 100kg *(e.g. pianos, safes)*.
* Labour beyond standard service *(e.g. complex furniture assembly, multiple deliveries, handyman services, any third-party services)*.

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### Additional Services (Available Upon Request):

| Service | Rate | Description |
| --- | --- | --- |
| Shuttle | $35 / CBM | One-time charge; covers double handling |
| Storage in Transit | $25 / CBM / month | First 3 days FREE |
| Long Walk | $25 / CBM | Applies to long carries |
| Stair Carry (Above 2nd Floor) | $25 / CBM | Charged per floor |
| Upright Piano (Main Floor) | $400 |  |
| Baby Grand Piano (Main Floor) | $600 |  |

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**DTHC / ATHC / CFS Handling Charges**

Note: These destination handling charges (set by the port, bonded warehouse, or airline) must be verified and prepaid before shipment arrival. They are billed directly to the consignee or forwarder, and Metropolitan Logistics does not control or collect them.

**DTHC – FCL - $500 (20') / $650 (40') - USD**

**THC - LCL CAD - $25/CBM + CAD $60 dock fee**

**ATHC – AIRPORT - CAD $35–$45/CBM**

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**Import Requirements**

**In Canada, customs clearance for personal effects and household goods must typically be completed in person by the shipper at a local CBSA (Canada Border Services Agency) office. This is a standard national import regulation.**

We do not charge for assisting with this process — our team will guide you through each step.

**For shipments arriving via Toronto, the designated CBSA office is:  
2720 Britannia Road East, Mississauga, ON L4W 2P7 | 🕒 Open 24 hours**

If the shipper is unable to visit CBSA in person, Metropolitan Logistics can handle clearance on your behalf for a fee of CAD $400, using a Power of Attorney (POA). Please let us know in advance if you wish to use this option.

### Required Documents for Customs Clearance

* Valid passport
* Declaration Form with original CBSA stamp (if issued upon arrival)
* Packing / inventory list (copy to be provided to us)
* Proof of residency outside Canada for over 12 months (e.g., utility bill, lease agreement)
* Bill of Lading (Express Release Copy)
* DTHC (Destination Terminal Handling Charge) must be prepaid at origin

📘 For full details on Canadian customs and documentation requirements, refer to the IAM Country Guide for Canada:  
<https://iamovers.org/wp-content/uploads/2024/09/Canada-Country-Guide-IAM.pdf>

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**Payment Instructions**

* Please note that Metropolitan Logistics does not offer credit terms for first-time shipments, regardless of IAM affiliation or partner status.
* All Rates are in CAD (Canadian Dollar)
* All charges must be paid in full prior to delivery of the shipment.
* Our regular clients benefit from 30–60 day credit terms, available upon approval and subject to account standing.

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Best regards,

Leon Karachun - Head of Logistics

Metropolitan Logistics

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[www.metropolitanlogistics.ca](https://www.metropolitanlogistics.ca/canada-origin-and-destination-agent-services/)

Your partner for Destination and Origin Services throughout Canada — Coast to Coast.