**Terms and Conditions – LCL Shipments**

***Air Cargo Import via Air Port of Entry: Montreal, QC (APOE MONTREAL)***

Metropolitan Logistics handles air cargo shipments arriving into Montreal International Airport (YUL). Upon arrival, cargo is received at one of the airport’s designated bonded warehouses or airline cargo terminals. We coordinate the pickup, inland transportation, and final delivery.

**Our rate includes:**

* Pickup from the terminal or airline warehouse at Montreal International Airport (YUL)
* Inland transportation to the final residence or delivery location
* Delivery inside the home, up to 2nd floor or via elevator access (no outside staircases)
* Basic unpacking of furniture, including unwrapping and placement on flat surfaces (if requested)
* Same-day debris removal, if unpacking is performed
* Basic furniture assembly and in-home setup of standard items
* Delivery coordination with shipper and booking agent
* Completion of PODs and all required paperwork, with full communication to the booking agent
* Services performed 7 days a week (office support available Monday to Friday only)
* Standard insurance coverage

**Our Rate Excludes:**

* **Air Terminal Handling Charges (ATHC)** typically range from CAD $35–$45 per CBM and must be verified and prepaid before shipment arrival. These charges are set by the receiving warehouse or airline ground handler, and Metropolitan Logistics is not responsible for ATHC or any other import-related terminal charges.
* **Port, Customs & Regulatory Fees:**
THC/NVOCC costs, customs duties, taxes, government charges, demurrage, congestion or storage fees, customs exam or off-site inspection, steam cleaning, and fumigation.
* **Additional access-related charges may apply** for deliveries involving stair carries beyond the 2nd floor, long carries over 25 meters, use of shuttle or crane, outside elevators, or difficult property access. Parking permits and city access requirements are also excluded.
* **Labor beyond standard service is not included:**  handling of heavy items over 100 kg, piano moves, furniture assembly requiring handyman services, unpacking of cartons, warehouse handling, second delivery points, and any third-party services such as electricians or cleaners. Double handling or uncrating beyond 3 crates may incur additional fees.

**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 or Elevator Handling | $25 / CBM | Applies to long carries or elevator use |
| 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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### **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 Canadian procedure** and part of national import regulations.

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

For AIR FREIGHT shipments arriving via **APOE Montreal**, the designated CBSA office is:

| **Canada Customs MONTREAL** | 400 Place d'Youville, Montreal, QC, H2Y 2E7, Canada | 🕒 Monday–Friday | 8:00 AM – 4:00 PM |
| --- | --- | --- |

If the shipper is unable to visit CBSA in person, **Metropolitan Logistics can handle clearance on your behalf for a fee of CAD $350**, using a **Power of Attorney (POA)**. Please let us know in advance if you wish to use this option.

**To complete customs clearance, the following documents are required:**

* Valid **passport**
* **Declaration Form** with original CBSA stamp (if issued upon arrival)
* **Packing/inventory list** (a copy should also 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, you can also refer to the IAM Country Guide for Canada:**[**https://iamovers.org/wp-content/uploads/2024/09/Canada-Country-Guide-IAM.pdf**](https://iamovers.org/wp-content/uploads/2024/09/Canada-Country-Guide-IAM.pdf) **If you need assistance at any stage, our team is here to help.**

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| **Shipment Consignment:** | Please consign shipment to:Client name (as on passport)c/o Metropolitan Logistics | 45 Basaltic RoadUnit 1BConcord, Ontario, L4K 1G5, Canada |
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### **$ Payment Instructions**All charges must be paid **in full prior to delivery** of the shipment.All Rates are in CAD (Canadian Dollar)

### Please note that **Metropolitan Logistics does not offer credit terms for first-time shipments**, regardless of IAM affiliation or partner status.

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.