**Terms and Conditions – FCL Shipments**

***FCL via Port of Entry: Montreal, QC (POE MONTREAL)***

Metropolitan Logistics will manage the full container import process by picking up the loaded container at the Port of Montreal. Depending on the shipment and access conditions, we can either deliver the container directly to the customer for final destination services, or transload the cargo at our yard or warehouse for further distribution. Once the container is fully offloaded, we will handle the return of the empty container to the port terminal within the free time window.

**Our rate includes:**

* Pickup of the loaded container from the Port of Montreal
* Inland transportation to the final residence or delivery address
* Delivery inside the residence (up to 2nd floor or via elevator access; no outside stairs)
* Basic unpacking of furniture, including unwrapping and placement on flat surfaces (upon request)
* Same-day debris removal (if unpacking is performed)
* Assembly of standard furniture items and basic in-home setup
* Return of the empty container to the port terminal within allowed free time
* Coordination with booking agent and shipper for delivery scheduling and paperwork
* Services available Monday to Friday during regular delivery hours

**Our Rate Excludes:**

* **Destination Terminal Handling Charges (DTHC)** must be verified and **prepaid at origin**. Estimated DTHC is **USD $500 for a 20' container and $650 for a 40' container**, but actual charges are set by the steamship line or port. Metropolitan Logistics is **not responsible for any THC, DTHC, or NVOCC-related costs**.
* Additional charges may apply for **port-related or regulatory fees**, including customs duties, taxes, congestion fees, steam cleaning, fumigation, and special customs examinations or off-site inspections. **Demurrage and port storage** also fall outside our quoted rate and are the responsibility of the shipper or consignee.
* Service exclusions also apply for **weekend deliveries**, **complex access situations** (e.g. stair carry beyond 2nd floor, long carry over 25 meters, tight entryways, cranes, or shuttle usage), and for **heavy or specialty items** such as pianos or safes over 100kg.
* Labor beyond standard service is not included — this includes **unpacking of cartons**, **assembly of flat-packed or new furniture**, or services requiring a **handyman**. Other non-standard services such as **second delivery stops**, **3rd-party labor (e.g. electrician, maid)**, or **container haulage for additional units** will also incur surcharges.
* Lastly, fees for **additional debris removal**, **parking permits**, **warehouse handling**, **hoists**, **tranship vehicles**, or **customs examination costs** are not included in the base rate.

**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 |  |
| Whichle Handout from our WH | $750 | Handout only |

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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 LCL shipments arriving via **POE 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 Road  Unit 1B  Concord, 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

📧 [Canada@metropolitanlogistics.ca](mailto:Canada@metropolitanlogistics.ca)  
🌐 [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.