**Terms and Conditions – LCL Shipments**

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

Metropolitan Logistics will pick up freight received at bonded CFS terminals in the Montreal area and handle all destination services accordingly.

**Our rate includes:**

* Pickup from bonded CFS terminal in the Montreal area
* Inland transportation to residence
* Delivery inside the home (up to 2 floors) or to buildings with elevator access
* (excludes external staircases)
* Basic unpacking of furniture and opening of boxes to flat surfaces (if requested by shipper)
* Same-day debris removal
* Assembly of standard furniture and basic in-home organization
* Coordination with local CFS for cargo retrieval and with the shipper for customs and delivery
* 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)
* Standart insurance coverege

**Our Rate Excludes:**

* LCL Terminal Handling Charges (THC) are **set by the bonded warehouse (CFS)** that receives your LCL cargo from the shipping line. Estimated charges are **CAD $25/CBM + $60 dock fee**, but may vary. These fees must be **verified and prepaid** before arrival. **Metropolitan has no control over THC/DTHC pricing** and is not responsible for any import-related terminal, port, or NVOCC charges.
* Our rate also excludes **any demurrage, port storage, customs duties, taxes, government charges, customs inspection fees, steam cleaning, and fumigation**. These are the responsibility of the shipper or consignee.
* 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. This includes **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 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 $325**, 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.