## **Origin Services – Canada**

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**Agent Instructions & Client Notes**

### **Welcome**

**Thank you for considering Metropolitan Logistics for your origin export services in Canada.  
Our experienced team ensures professional handling, export‑compliant packing, and seamless coordination with your chosen freight solution.**

### **Inclusions**

* **Survey & Pre‑Move Planning – Virtual or in‑person assessment, export strategy, and timeline coordination.**
* **Packing – Export‑grade packing, inventory labeling, disassembly and wrapping of furniture, and supply of all required export‑grade packing materials.**
* **Loading & Transport –**
  + **FCL: Includes container haulage from port/terminal to residence or to our warehouse/yard (as required) and professional loading/container stuffing.**
  + **LCL / Air: Includes pickup from residence to our warehouse, preparation for export, and transport to the CFS terminal or bonded warehouse.**
* **Export Documentation – Full compliance with CBSA, carrier, and destination agent requirements.**
* **Insurance Options – Available upon request.**

### **Exclusions**

* **Custom crating (quoted separately if required)**
* **Ocean freight and air freight (quoted separately upon request)**
* **LCL and air shipments exclude liftvan or pallet costs (see pallet pricing below)**
* **Export Declaration $100.00 flat fee, applicable for all FCL EXPORTS!**

### **Pallet / Liftvan Pricing *(CAD)***

***(Includes warehouse handling, preparation for export, and loading)***

* ***Cardboard Liftvan – $500 each***
* ***Regular Pallet – $200 each***
* ***Wood Liftvan – $650 each***

***Because pallet/liftvan pricing includes warehouse handling, LCL and air shipments are not subject to a separate warehouse‑handling charge. These rates cover receiving goods into our warehouse for preparation and moving them out for export.***

### ***Additional Notes***

* ***All export shipments are typically staged and loaded at our warehouse for quality control and optimal preparation.***
* ***We rarely load containers at the residence unless pre‑arranged.***
* ***Additional accessorial charges may apply based on site conditions, shipment type, or client requests.***
* ***Accessorial examples:***
  + ***Storage – $25/CBM/month (first 5 days free if routed via our warehouse)***
  + ***Long‑walk or elevator access – $25/CBM***
  + ***Stair carry above 2nd floor – $25/CBM per floor***
  + ***Shuttle - $35/CBM***
  + ***Upright piano – $500 (main floor)***
  + ***Baby grand piano – $750 (main floor)***

### ***Booking Requirements (Agent)***

***To schedule and prepare origin services, please submit the following:***

* ***Client’s full name, phone number, and email***
* ***Origin address and preferred survey date / packing date***
* ***Final destination city and port (if known)***
* ***Special instructions (e.g. fragile items, rush shipment, parking restrictions)***
* ***Forwarder’s contact details (if not using our team)***

### ***Payment Requirements***

* ***New accounts – Full payment is required prior to the departure of the shipment from Canada.***
* ***Regular clients – Enjoy 30‑day credit terms and discounted rates.***

***Kind regards,***

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