



Terms & Condition:

All terms and conditions as per our Company's Standard Trading Conditions.

Please be advised there will be cancellation charge if the delivery is cancelled within 48hrs notice.

Payment Terms:

- Payment to be settled prior to delivery of the shipment or LPO for companies on our credit list.
- Please make sure that we receive full credit of our invoice amount in our account while transferring, short payment may cause delay in delivery until balance payment settled. Beneficiary bank charges must be prepaid at origin (Based on the remitting/routing bank) additional with invoice value.

This Quote is valid for 60 days.

Consignee Instructions

Full Name of the customer as per the Passport

Delivery address

UAE Contact number

Notify Party

Frontline Logistics LLC

P.O. Box 17481, VC 03-North Zone,

JAFZA - Dubai

Tel: +971 4 3406525, Fax: +971 4 3400401

Email: merlyn@frontlinere.com

Documents required:

1. A clear copy of consignee's passport.
2. Copy of your UAE residence visa endorsed on passport. (mandatory)
3. Authority letter to clear on behalf of the consignee.
4. Delivery address and contact number in UAE
5. Seaway BL or express release BL
6. Packing inventory in English
7. Vehicle details i.e., Make/Model/Colour/Chassis Number, HS Code, Value, Engine Capacity, right hand/left hand drive etc.
8. Copy of Vehicle permit copy

Note: Customs rules regarding clearance / documentations are subject to change at any time without prior notice. The information that follows is a brief summary and is being provided for general guidance only. Therefore Frontline Logistics will not be held responsible / liable for any delays or additional costs involved due to such changes.

- The consignee's presence can be required at the time of clearance if directed by Customs officer on duty for clarifications if any. Therefore consignee should be present in UAE at the time of customs clearance.
- Personal effects and household goods are subject to 100% physical inspection at the discretion of Customs authorities and therefore it is necessary to pack all books, CDs, Videos, DVDs, magazines in separate cartons so if they are detained for screening, can be released quickly if in order.
- Books / magazines, literature, CDs, DVDs, computer software could be subject to screening and can be detained by Customs authorities. This process through the Ministry of Information takes approximately 3 weeks. Material deemed suitable will be returned to the consignee and unsuitable will be confiscated and either destroyed or allow shipping back to origin at consignee's expense. However the decision is totally at the discretion of Customs Supervisor.
- Brand new items will attract duty at 5% on the CIF value (customs assessed)

Prohibited Items:

- Alcoholic beverages (including wine)
- Weapon, Firearm and ammunition (real or ornamental are subject to confiscation)
- Fire crackers
- Swords, spears or daggers
- Animal hides / skins
- Narcotics of all kinds even poppy seeds, flowers, leaves etc.
- Drugs (medicine or prescription drugs are allowed in reasonable quantities but can be subject to analysis)
- Ivory products
- Political or religious literature that might be deemed offensive to the UAE government or the Islamic faith
- Pornographic materials (books / magazines / CDs / videos / films)
- Products of Israeli origin or items on the Israeli blacklist
- Statues and figures of animals with religious undertone
- Carvings, statues, pictures or paintings in nude
- Remote or cordless telephones
- Walkie-talkie systems
- Counterfeit Currency

Restricted Items – These items are subject to censorship and review :

- Records, tapes, exposed films, photographs, books, magazines, periodicals etc.
- Plants and plant material
- Flammable or corrosive items
- Stamp or coin collections of high value
- Perishable food items (dry food in small quantities are fine for inclusion)

From the arrival date of shipment, we get 5 days free period from shipping line. Thereafter, charges per day will be applicable respectively.

Upon arrival of shipment but subject to having all the import clearance documents in place and provided we receive approval for inspection to custom clear the shipment, the time frame required to process paperwork, arrange customs clearance/inspection and delivery to your house is approx. 5-6 business working days.

Customs are being very stringent with inspection approval and it is taking longer than normal to clear the shipment. Customs do not allow clearance of personal effects shipment during weekends (FRI) and public holidays.

Hope the above is in order. Should you need further assistance please feel free to contact us.

Best Regards,



Merlyn D'Souza | Consultant – Relocation

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