

**CUSTOMS INFORMATION – UAE** - We require consignee's passport copy (photo page) and a valid UAE residence visa copy for customs clearance purposes. If the shipment includes motor vehicle, there will be 5% customs Duty will be applied, cost of which will depend on the value of the car and the valuation during clearance. We also require Car title certificate and Original Car invoice.

**The body of the B/L should show make/model of the car, color, correct chassis & engine number. This must be followed to prevent unnecessary delays at customs.**

Following documents must be available prior arrival of the shipment:

- Express B/L copy
- Copy of Packing list
- Certificate of Title – for vehicle
- Copy of invoice (with value) – for vehicle
- Client Passport Copy
- Client UAE residence visa is must
- Client's Delivery address and contact details

**As for Groupage** – the shipment should be consigned to the person with a higher volume and the following documents are required:

- Express BL copy
- Passport Copy & UAE visa copy of the person the shipment is consigned to
- copy of individual packing list
- copy of combined packing list with combined total no. of packages
- loading sequence
- Individual delivery address and contact details

**As for unaccompanied air freight**, there is no duty involved however the UAE visa copy must be available at the time of clearance otherwise the shipment will not be released from customs. We need the following documents in advance:

- MAWB copy
- Passport copy & UAE visa copy
- Packing List
- Authorization letter – *we will provide the format*
- Client's delivery address and contact details

**Customs Clearance period:** Personal Effects only – 4 to 6 working days. Clearance will take whole day and delivery on the next day. We offer complete destination services such as Custom clearance and later transportation of personal effects to client's residence, unload, and unpack, assembly of furniture & removal of debris. Please note that currently, only Port crew/staff are allowed inside the inspection area during inspection (loading/unloading of goods from/into the container), container will be handed over back to our crew after physical inspection.

For unaccompanied air freight 3-4 working days – delivery can be arranged during weekdays / working hours.

Shipment with motor vehicle: 6 to 9 working days, direct delivery via towing truck (re-registration of the car must be handled personally by client)

- Should the shipment arrive either on Thursday, Friday or Saturday which are the week-ends in the Middle East including public holidays where public offices are closed as well, there is a possibility of delay in customs clearance and chances of storage/demurrage.
- All importation of Personnel Effects are being put through a scanner machine during Customs Clearance thus avoid the following items in the shipment :
  - Combustible liquids like alcohols, lubricants, anti-freeze compounds

- Explosives like fireworks, flashbulbs, ammunition
  - Compressed Gas like aerosol cans, fire extinguishers, scuba diving tanks, propane (BBQ) tanks
  - Raw Wood Materials like jungle gym/swing set/outdoor sheds, untreated shelving/loose wood/craft wood, untreated furniture
  - Flammables like gasoline, butane, propane, lighter fluid, perfume/cologne, matches, oil-based wood stains, oil-based garden sprays, paint, varnish remover, charcoal briquettes, signal flares, candles (with or without wick)
  - Any kind, type of battery
  - Live plants, dried flower/plants, chemicals, poisons, seeds, fresh fruits, No Foods at all which includes all types/kinds of alcoholic beverages including medicine.
  - Items that are offensive to Islamic faith
- Candles – such item will easily melt/deformed during transit or whilst container is sitting inside the port for clearance during peak Summer time (July – September). Client must be fully aware of the extreme climate temperature.

Failure to adhere the above would be tantamount to delays, huge penalty or possibility of returning the shipment to Origin country and charges of which will have to be borne by the Shipper/owner of the shipment.

**Consignment Instruction:**

CONSIGNEE'S NAME (AS PER PASSPORT)

C/O ISS RELOCATION LLC

208 OFFICE COURT BLDG, OUD METHA ROAD, PO BOX 122511, DUBAI-UAE

TEL: 04 234 8100 / FAX: 04 238 6670

ATTN: SHAMSHIR SHAIKH

**NOTIFY PARTY:** SAME AS ABOVE

**COMMODITY DESCRIPTION:** USED PERSONAL EFFECTS AND HOUSEHOLD GOODS

**DOCUMENTATION FOR CLEARANCE**

**Please note attached customs paperwork required for all import surface shipments to Dubai:**

a) Arabic form – name, passport number, nationality & signature only

b) Delivery Order release request form – name, passport number, nationality & signature only

**OFFICE ADDRESS & KEY CONTACTS**

ISS RELOCATION LLC

208, OFFICE COURT, OUD METHA ROAD,

P.O. BOX 122511, DUBAI-UAE

Key contacts: As below

**Shamshir Shaikh / Import Coordinator**

Office: +971 4 2348100 ext. 7209

Fax: +971 4 238 6670

Mobile: +971 50 940 8583

Email: [shamshir.shaikh@iss-relocations.com](mailto:shamshir.shaikh@iss-relocations.com)

**Cristina Guina / Customer Service**

Office: +971 4 234 8100 ext. 7206



Passionate International Squad,



delivering service excellence!

Fax: +971 4 238 6670  
Mobile: +971 50 9649778  
Email: [cristina.guina@iss-relocations.com](mailto:cristina.guina@iss-relocations.com)

#### **MANAGEMENT**

Sandeep Marwah  
Branch Manager - Dubai  
Office: +971 4 234 8100 ext 7203  
Fax: +971 4 238 6670  
Mobile: +971 50 056 686 3502  
Email: [sandeep.marwah@iss-relocations.com](mailto:sandeep.marwah@iss-relocations.com)

#### **ISS RELOCATION LLC BANK DETAILS**

Account Name	:	<b>ISS Relocation LLC</b>
Bank name	:	NBF Bur Dubai
Branch CIF	:	585196
AED Account No.	:	012001445802
AED IBAN	:	AE540380000012001445802
USD Account no	:	012001448868
USD IBAN	:	AE130380000012001448868
Swift code	:	NBFUAEAF

**Please note that all payments without the proper IBAN number shall be rejected automatically and returned to origin bank (as per the UAE Central Bank mandate for non-adherence to IBAN requirements)"**