**Rate includes the following services:**

1. Complete customs clearance application and processing.
2. Inbound transportation from the Port of Entry to the customs inspection facility if the Japanese Customs Office requests the shipment for a physical, or an x-ray or for both custom inspections.
3. Delivery to the residence up to and including 2nd floor (residence with elevators to any floor).
4. Delivery into the residence.
5. Unpacking of boxes to flat surface including place setting of furniture.
6. On the day of delivery - disposal of unpacked packing materials of items indicated to be unpacked.
7. Return of empty container LCL lift-van to the warehouse for recycling and or disposal and return of the FCL containers to the container returning yard.
8. Normal and easy road access from port to residence.
9. Easy access from the truck parking area to the entrance of the residence and easy access to the inside of the delivery residence with carrying of items from the truck parking area to the residence entry up to 30 meters.

**Rate excludes the following services:**

1. Abnormal access of roads from the port of entry to the residence.
2. Adjustments to inventory lists that have PBO or vague descriptions and non-descriptive descriptions of the contents of packed items.
3. Shuttle trucking.
4. Assembling of Ikea furniture, and furniture that requires a third-party furniture company.
5. Setting and assemble of furniture that was taken apart by a third-party company at origin.
6. Setting and assemble of outdoor furniture, play equipment (such as swings and slides) and storage units.
7. Electrical connections for electronic items and items of Plumbing connections.
8. Mechanic, plumbing and electrician services.
9. B/L exchange fees, detention, and demurrage charges.
10. Customs Bonded Warehouse storage charges.
11. Warehouse storage charges.
12. Crane or outside an elevator.
13. Heavy items handling - such as safes, marble items, and other such heavy items as Piano's, etc...
14. Stair carry above the 2nd floor.
15. Long Carry of 30 meters or more.
16. Curb Side Delivery.
17. Any services deemed to be "Out of the ordinary
18. Port Storage and demurrage if the customer does not provide the required documents in time for a timely Japanese Customs Clearance Application and Processing.
19. If the customer requested delivery date is requested for after the Japanese Customs Clearance has been approved for import permission and requests a delivery date after 2 days of entering our warehouse storage and other warehouse charges will occur and invoiced as instructed to whom these charges are to be invoiced. In the case of customer payment, payment must be received in full before the shipment can be released in part or full, from our warehouse, including any 3rd partly access of the shipment in part or full.