

CUSTOMS INFORMATION –ABU DHABI, UAE

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

The body of the B/L should show make/model of the car, color, correct chassis & engine numbers. 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 or UAE employment visa with entry stamp into UAE
- Emirates ID copy or copy of the application for the Emirates ID
- UAE Driver's license (for shipment with car)
- Client's Delivery address and contact details

As for Groupage – the Master BL should be consigned to ISS Global Forwarding UAE LLC & the BL description column should mention the name of each person inside the shipment with their corresponding volume & number of packages, the following documents are required:

- Express BL copy
- Passport Copy & UAE visa copy of each person in the shipment
- Copy of individual packing list
- Loading sequence
- Individual delivery address and contact details

As for unaccompanied air freight, there is no duty involved. We will require the below documents:

- MAWB copy
- Client's Passport copy
- Client UAE residence visa or UAE employment visa with entry stamp into UAE
- Emirates ID copy or copy of the application for the Emirates ID
- Packing List
- Client's delivery address and contact details

Customs Clearance period:

FCL/LCL Shipments – 5 to 7 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 to 5 working days – delivery can be arranged during weekdays / working hours.

Shipment with motor vehicle: 5 to 7 working days, direct delivery to client's residence or the traffic department via recovery truck (re-registration of the car must be handled personally by client)



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- Should the shipment arrive 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 will be a possibility of delay in customs clearance and chances of storage/demurrage.
- All importation of Personal Effects are being put through a scanner machine during Customs Clearance thus avoid the following items in the shipment :
 - Combustible liquids like **alcohol**, lubricants, anti freeze compounds
 - Explosives live 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)
 - 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
 - Preserved animal parts
 - Portable Two-Way Radio Transceiver (Handheld Transceiver)
- Candles – such item will easily melt/deformed during transit or while 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.

Consignee details:

Client's Name (As per the passport)
C/O. ISS Relocation LLC
Warehouse No. 1B P4,
M44, Mussafah
P.O Box No: 35381, Abu Dhabi, UAE
Email: kristine.canicosa@iss-relocations.com / www.iss-relocations.com
Office: +971 (0) 2 5549651
Mobile: +971 56 5491085

Notify:

Same as consignee

COMMODITY DESCRIPTION: USED PERSONAL EFFECTS AND HOUSEHOLD GOODS

CONTACT PERSONS:

Kristine Canicosa
Customer Service Manager
ISS Relocations - Abu Dhabi
Direct : + 971 (0)2 6794111
Email : kristine.canicosa@iss-gf.com



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OUR BANK DETAILS:

Account Name: ISS Relocation LLC
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)"