**Remarks**:

**Please note we are now being charged additional fuel charges from all our transport companies, these charges we have not control over.**

Local fees are excluded and will be billed back to customer as per receipts (unless otherwise instructed)

Local VAT is excluded.

Documents: Packing list, Express B/L, copy passport, copy TOR

**Our rates include the following services:**

Deliver unpack and setup of HHG/PE

Removal of debris on day of delivery only

Return of empty container to port

Complete customs clearance

Inbound transportation

Delivery to residence up to 1st floor if above 1st floor additional charges will apply.

**Our rates do not include the following services:**

Port & terminal handling charges

Lo Lo Charges

Infrastructure Charges

Fuel surcharges charges from transport company, **currently at 5%**

Shuttle services costs

Crane or outside elevator

Heavy or awkward items

Not above 1st floor if above 1st floor additional charges will apply.

No waiting on Keys

Customs inspection

Demurrage Charges

Storage

Insurance

Abnormal access

Local VAT

Making up of Flatpack furniture

Specialist services, i.e. high rise/elevator deliveries, carpenters, cabinet makers, electricians, plumbers, appliance servicing, assembly or re-erection of modular furniture or re-erection of modular furniture or flat packed furniture such as IKEA brand, including wall units etc., requiring specialist tools, including wall units etc., requiring specialist tools, including wall units, trampolines, climbing frames and swing sets etc.

**ADDITIONAL NOTES:**

We will unload personal effects checking off on out-turn report, place to available and accessible rooms, unwrap furniture, basic assembly of furniture, unpack carton to flat top surfaces (not placed in cupboards, drawers etc). Clearance of packing debris on the day of delivery only, any effects that are not professionally packed to be placed in rooms only.

Should we be successful in being awarded the contract please advise if the customer will have a TOR (Transfer of Residence) if not they will be required to pay Duty and/or VAT. Further information can be found on the following link:

<https://www.gov.uk/guidance/application-for-transfer-of-residence-relief-tor1>

Information on importing vehicles can be found on the following link:

<https://www.gov.uk/importing-vehicles-into-the-uk>

All quotes are valid for a period of 30 days.

All charges payable at destination must be predetermined if they will be reimbursed by the agent or shipper.

We will handle all consignments on prepaid basis.

Should you require any additional information, please do not hesitate to contact us.

Looking forward to hearing from you at your earliest opportunity.

Very best regards

Jacqui S Doig

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