**DESTINATION SERVICE**

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| **SERVICE INCLUSIONS** | **SERVICE EXCLUSIONS** |
| - Single point of contact to customer (SPOC)  - Normal customs filling, inspection at the port and import clearance  - Supervising customs inspection at port  - Transportation of shipment from the Port of Entry and delivery to destination based on a normal access  - Unloading, unpacking and placement of bulky items in respective rooms and assembly of normal furniture such as sofas, beds, and tables up to 1st floor (ground + 1st floor)  - Unpacking of kitchen / fragile boxes to surface level  - Debris removal on delivery day  - Return of empty container | - Receipted charges from port incl DTHC, to be billed at cost + 10% Admin fee – Approx. (US$400/40’ & US$290/20’). This is mandatory to be paid locally in UAE even if you prepay at origin.  - Receipted charges from shipping line, to be billed at cost + 10% Admin fee – Approx. USD 150-200 (suggest prepaying at origin to get the shipment released at destination at zero cost)  - Exchange BL, NVOCC, ATHC and Airline/ SS line charges  - Customs open inspection fee (de-stuffing/stuffing) receipted if any, approx. USD 150-250 (20’FT) & USD 300-450 (40'FT)  - Container washing fee/maintenance fee while returning the empty container to port. (This charge will be available, if applicable, while returning the container to port after delivery)  - Customs related costs such as duties, taxes & VAT  - Shipping line detention and port storage (Standard free period by line is 3 to 5 days and port 10 days from arrival date)  - Storage & warehouse handling, difficult access (shuttle, long or stair carry above the 1st floor w/o service elevator), extra stops and special move or parking permits/ tickets, if required - Working on weekends, public holidays or during non-office hours  - Third party services for assembling furniture’s (bunk/ storage bed or wardrobes/ shelving units), appliance servicing, wall-mounting, electrician, plumbing, maid, and handyman services  - Special handling of bulky/ heavy items such as- piano, pool table, hot tub, safe, stone sculptures, gym equipment, chandelier; etc.  - Reassembly of furniture that requires excessive labor such as- German Schrank, IKEA or new & ready-to-assemble  - Redelivery/ part delivery & delivery outside city limits  - Second clearance of detained items  - Cars will be handed over to client at Jebel Ali port only. Any payments done by us on behalf of customer will be at cost of 15% admin charges  - Additional day debris collection  - For shipment value of AED 10,000 or more than AED 10,000 MOFAIC attestation required- USD 110  - Admin fee 10% on any amount paid by us |

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| **Clearance and Delivery time frame** | Approximately 3 to 5 working days (subject to release of shipment from customs) |
| **If the shipment contains a Car** | All cars are off loaded and handed out to the client at the port of Jebel Ali  Transportation of the car to residence can be arranged for additional charges  1.       Dubai $150 USD  2.       Ajman/ Sharjah $175 USD  3.       Abu Dhabi/ Ras Al Khaimah/ Fujairah/ Umm al Quwain $250 USD |
| **Shipment Declaration on the Bill of Lading** | 1 x size of container used household goods and personal effects USED PERSONAL AND HOUSEHOLD EFFECTS.  For Vehicle- Add model, make, color, engine and chassis number |
| **Documentation Required for Import** | Seaway Bill or Express released BL, Pre Alert with ETA, Packing inventory in English, Consignee’s passport copy, Copy of UAE Residence visa (no other visas are accepted),  Emirates ID copy, Vehicle title certificate if shipment includes motor vehicle and details of the vehicle. Authorization Letter - to be filled by the client, template will be provided at destination.  \*Shipment can be dispatched if the consignee agrees to provide the Emirates ID and the UAE residence visa copy at least a week prior to the arrival of the shipment\* |
| **Important Note** | Please secure 14 days free time where possible, and advise your shipping line not to charge any charges like BAF/CAF, ISPS, EIC or container washing etc.  These charges are manipulated by shipping line hiding at origin or reducing sea freight and imposing at destination, also multiple Delivery Order / BL Exchange or AWB exchange fee etc. will be billed back. Any charges paid to shipping line or customs WILL BE BILLED BACK with a service charge of 10% if we must pay - else must be prefunded. Avoid CMA/ANL if possible as they demand high deposit. |
| **Prohibited Items** | -All pornographic literature, videos, films & pictures, and any items made out of ivory.  -Alcoholic beverages (including fine wines), food products, medicines, medical drugs, and medications.  -Wireless transmitters / receivers/cordless telephones.  -Firearms, ammunition, explosives, and any weapons (including decorative items such as sword and daggers)  -All narcotics and drugs e.g., dried poppy flower can lead to severe legal action and long prison service.  -Political or religious literature deemed as offensive to the UAE Government or the Islamic Faith.  -Antiques and artifacts require prior approval.  -Statues and sculptures require prior approval.  -Attached UAE customs regulations for more details  \*All information relating to Customs Regulations and documentation requirements are subject to change without prior notification. Universal Relocations will not be held responsible/liable for delays and costs incurred due to these changes.\* |

**BILL OF LADING INSTRUCTIONS**

**Consignee:**

Consignee Name (as mentioned in the Passport)  
C/O Universal Relocations L.L.C.  
Office #1838, Tamani Arts Office, Business Bay, Dubai- UAE  
Phone: + 971-52-923-5319  
Email: [dubai@universalrelocations.com](mailto:dubai@universalrelocations.com)

**Notify Party:**Same as Consignee

**PAYMENT TERMS**

Payment to be wired at least 7 days prior to arrival of shipment at destination port unless prior credit arrangement has been agreed to.

No credit for security deposit, customs duty and other cash payments.

We must receive the full amount as per our quote while transferring fund to our account covering all bank charges (Sender/intermediary/beneficiary).

No short payments are accepted, and it will be considered as outstanding amount

**POC**

Ms. Meenu Joy- Pricing Manager

Phone: + 971-52-923-5319  
Email: dubai@universalrelocations.com

*This quotation is valid for (60) days as per the currency exchange rate of today.*

*Once expired, please contact us for a revised quotation.*

*THANK YOU FOR PROVIDING UNIVERSAL RELOCATIONS THE OPPORTUNITY TO SUBMIT THIS PROPOSAL.* *WE LOOK FORWARD TO BEING OF SERVICE TO YOU!*

***Disclaimer***

*Universal Relocations L.L.C. will not accept any responsibility for charges, delays, or legal liabilities from any organization, company, or government department at the origin or destination due to irregularities on the inventory list or the presence of prohibited items within a shipment packed by a third party.*