



Terra Relocations

INTERNATIONAL MOVING EXPERTS

U.S. Destination Services

Scope of Services / Inclusions & Exclusions - B2B Agent Attachment

This destination service scope applies to household goods shipments arriving into the United States, including FCL containers and LCL / loose cargo. Services are subject to final delivery address, port/CFS release, access conditions, customs status, and operational requirements.

Destination Services Included

- **Customs and arrival coordination:** Assistance with import documentation and customs clearance coordination, when required. Coordination with the port, warehouse, carrier, steamship line, CFS, and/or applicable parties for cargo release.
- **Port / warehouse retrieval:** Retrieval of the container or LCL shipment from the arrival port, terminal, bonded warehouse, CFS, or approved release location, subject to normal release conditions.
- **Container / cargo transportation:** Transportation of the shipment from the port, terminal, CFS, or warehouse to the final delivery residence.
- **FCL live unload:** FCL service is based on a live unload at the residence. The delivery location must have legal and safe access for a 53 ft tractor-trailer / 18-wheeler unless otherwise approved in advance.
- **Standard residential delivery:** Delivery to a standard ground-floor residence with convenient truck access. Up to 75 ft carry distance from the truck to the residence is included.
- **Steps included:** Up to 10 steps are included. Additional stairs are charged separately.
- **Furniture handling:** Unwrapping of furniture at the time of delivery and positioning of furniture in the residence as requested by the customer.
- **Carton placement:** Cartons will be placed in the room of choice. Opening or unpacking cartons is not included unless white glove service is purchased separately.
- **Basic furniture reassembly:** Basic reassembly of standard furniture that was previously disassembled for transport is included when hardware is available and the item can be safely reassembled by the delivery crew.
- **Delivery-day basic setup:** Basic setup to allow the customer to sleep in the home on delivery day. IKEA-style, flat-pack, new furniture assembly, wall-mounted items, complex systems, or handyman-type work are not included.
- **Debris removal:** Removal of wrapping debris generated by Terra's delivery crew is included at the time of delivery only.
- **Crate opening:** One wooden crate opening is included. Additional crate openings are charged separately.

Additional Charges / Not Included

The following services, charges, or conditions are not included in the standard destination rate and may be billed separately if applicable.

Service / Condition	Charge / Notes
DHC / Destination Handling Charges	Not included. Estimated range may be approx. \$150 - \$350+ depending on port, carrier, shipment type, and container size.
Additional stairs beyond first 10 steps	\$100 per additional set of up to 10 steps
Additional wooden crate opening	\$50 per additional crate
Long carry beyond first 75 ft	Additional charge applies

Service / Condition	Charge / Notes
Shuttle, elevator, crane, parking, difficult access, waiting time	Not included; quoted/billed separately if required
White glove unpacking / opening cartons	Not included unless purchased separately
Handyman, installation, wall mounting, new furniture assembly	Not included

Customs, Port & Government Charges

- Customs duties, taxes, VAT, quarantine, X-ray, inspections, customs exams, customs fines, government charges, storage, demurrage, detention, terminal charges, port-related charges, or any charges imposed by third parties are not included.
- DHC / Destination Handling Charges are not included. Final DHC must be confirmed after shipment details, carrier, port, and release conditions are provided.
- Any additional charges caused by customs, port/terminal holds, exams, carrier delays, incomplete documentation, or third-party requirements will be billed separately if applicable.

Accessorial Services Not Included

- Long carry beyond 75 ft, stair carry beyond the first 10 steps, elevator carry, shuttle service, crane service, hoisting, parking permits, parking tickets, reserved parking, or city access fees.
- Difficult access, restricted access, building restrictions, delivery locations not suitable for a 53 ft tractor-trailer / 18-wheeler, or waiting time caused by access issues, customer delay, building restrictions, or third-party delays.
- Delivery above standard ground-floor access may result in additional charges unless quoted and approved in advance.

Unpacking, Assembly & Third-Party Work

- Opening cartons, full unpacking, organizing, kitchen setup, closet setup, detailed item placement from cartons, or white glove service is not included unless quoted separately.
- Handyman services, installation, wall mounting, TV mounting, appliance connection, fixture installation, new furniture assembly, IKEA-style or flat-pack assembly, and complex furniture/system assembly are not included.
- Any service performed by a third party is not included and will be billed separately if required.

Important Access Requirement

For FCL container deliveries, the rate is based on live unload with safe and legal access for a 53 ft tractor-trailer / 18-wheeler at or near the delivery residence. If access is not suitable, shuttle service, additional labor, waiting time, parking fees, long carry, or other accessorial charges may apply.

Standard delivery is based on ground-floor access with up to 10 steps and up to 75 ft carry distance included. Additional access conditions must be advised before delivery whenever possible.

Terra Relocations

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