



U.S. Origin Services

Scope of Services / Inclusions & Exclusions - B2B Agent Attachment

This origin service scope applies to household goods shipments departing from the United States to an overseas destination, including 20 ft, 40 ft, and 45 ft high-cube containers. Services are subject to final pickup address, access conditions, container availability, and operational requirements.

Origin Services Included

- **Origin coordination:** Coordination of the origin service, crew, truck/container timing, and export process with the overseas agent, shipper, steamship line, and/or applicable parties.
- **Live load service:** Standard origin service is based on live loading at the shipper's residence. The container is positioned at pickup, loaded by Terra's crew, and returned to the port/terminal after completion.
- **Drayage / container transportation:** Container drayage from the port/terminal to the shipper's residence and return of the loaded container to the port/terminal.
- **Standard furniture protection:** Wrapping and protection of standard wooden and metal furniture using moving pads, paper pads, and/or plastic wrap as appropriate.
- **Standard furniture disassembly:** Basic disassembly of standard furniture when required for safe loading, provided the item can be safely disassembled by the moving crew.
- **Professional inventory list:** Preparation of a professional inventory list at the time of pickup.
- **Standard loading:** Loading of household goods into the container, including standard household furniture and cartons.
- **Standard access:** Rate is based on suitable parking and legal/safe container placement. The first 10 steps and up to 75 ft carry distance are included.

Optional Services / Additional Charges

The following services are not included in the standard origin rate and may be added when required.

Service	20 ft	40 ft	45 ft High Cube
Double handling fee	\$600	\$1,000	\$1,200
Full packing additional fee	\$900	\$1,600	\$1,800

Full packing includes standard cartons, wardrobe cartons, regular packing materials, and soft wrapping for standard household goods. Specialty cartons and specialty packing are not included unless quoted separately.

Packing / Accessorial Item	Charge
Partial packing / standard box	\$25 per box
TV box, 55 in - 75 in	\$100 each
TV box, 85 in or larger	\$175 each
Elevator service	\$150
Bicycle wrapping	\$50 per bicycle
Bulky item handling	\$200 per item

Packing / Accessorial Item	Charge
Additional stairs beyond first 10 steps	\$100 per additional set of up to 10 steps
Long carry beyond first 75 ft	\$1.25 per additional foot
Heavy lift item over 50 lbs, excluding standard furniture	\$100 per item
Palletization	\$150 per pallet
Picture/mirror/specialty box or custom wooden crate	Quote required

Piano Handling & Crating

Piano services must be quoted separately and depend on piano type, access, and service requirements.

Piano Type	Handling	Wooden Crate
Upright piano	\$300	\$900
Baby grand piano	\$400	\$1,000
Grand piano	\$550	\$1,100
Concert grand piano	\$700	\$1,400

Not Included / Additional Charges

- **Packing and materials:** Full packing, partial packing, specialty boxes, TV boxes, picture/mirror cartons, artwork packing, glass-top packing, marble-top packing, custom crating, or fragile specialty packing unless quoted and approved in advance.
- **Accessorial services:** Difficult access, shuttle service, restricted access, parking permits, parking tickets, elevator, stair carry beyond included steps, long carry beyond included distance, hoisting, crane service, waiting time, or building restrictions unless specifically quoted.
- **Heavy / specialty items:** Pianos, safes, oversized items, unusually heavy items, gym equipment, machinery, artwork, antiques, marble, glass tops, pool tables, or other specialty items may require separate pricing.
- **Third-party services:** Parking permits, building fees, handyman services, appliance disconnection, wall mounting removal, crating vendors, rigging, hoisting, or special equipment are not included and will be billed separately if required.
- **Export / port / government charges:** Customs duties, government inspections, X-ray, exams, customs fines, storage, demurrage, detention, terminal charges, port-related charges, or other third-party charges unless specifically stated in the quote.

Important Service Notes

Standard origin service is based on a live load at the shipper's residence. If live loading is not possible due to access restrictions, timing, building rules, parking issues, or client request, double handling may be required and billed separately.

The rate assumes safe and legal access for the container/truck at or near the pickup location. If the container or truck cannot be positioned within the standard carry distance, additional long carry, shuttle, waiting time, or accessorial charges may apply.

Full packing includes regular household packing only. Specialty items, specialty boxes, custom crates, large TVs, artwork, marble, glass, or fragile high-value items must be quoted separately.

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