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International Service guide

- All charges quoted are for an economy "**Door to Door**" service
- **Customs Duties and Taxes** – All customs duties and taxes (if applicable) will be charged to the consignee.
- Transit times relate to non-dutiable shipments and to gateway cities only. All transit times are subject to flight availability. The collection day is counted as "Day Zero" and do not include local, public and Bank holidays
- Volumetric weight will be charged if greater than the dead weight. To calculate the volumetric weight of a consignment, use the following formula:

$$\frac{\text{Height (cm)} \times \text{width (cm)} \times \text{length (cm)}}{6000}$$

- **Size restrictions:** The simple way to ensure that your consignment fits our service is to measure the length of the two shortest sides and add them together. Then multiply this by two and add the length of the longest side to that figure. If the total adds up to less than 330cms then your shipment can move under this service. For shipments exceeding 330cms please contact our customer service. Note that the shipment must be turnable, e.g On it's side
- Proof Of Deliveries (POD's) are not available for all countries (E.g Congo)
- Shipments despatched are accepted in accordance with BIFA 2005 standard trading conditions. Please note that your shipment is carried under limited liability. We recommend that you arrange your own *Goods In Transit* liability cover if required.
- All addresses must contain street names (P.O Box numbers are not acceptable)
- Consignee name and telephone number must be shown on transit documentation
- Any export documentation must be fully completed by the customer prior to departure. Please call us for assistance if required.
- **Pro-Forma / Commercial Invoices** – In accordance with Customs requirements, please ensure that all non-document classed items are presented to Eezehaul with 5 copies of a full and accurate Pro-forma / Commercial invoice including the following details:
 - Shippers address
 - Consignee address including post code and telephone numbers with full contact
 - Full description with itemised and total values
 - Country of origin.

For invoice values over £600, a commodity code and the Shippers VAT number is also required. Please ensure that all non-document classed items display either a nominal value for customs purposes only, or their full commercial value, whichever is applicable. Please note that Commercial Invoices / Pro-forma Invoice are not required within EU.

- **Commodity codes** also known as Tariff codes can be found on www.uktradeinfo.com under "ICN online" or by calling 01702 366077.
- All shipments for the USA and Canada must show a zip code

- **Returns Policy** Please note that a 5 days returns policy applicable to certain destinations, any costs associated to this will be recharged. (*Primarily to the Americas)

Prohibited items

The following items are not acceptable on our International Value services:

- | | |
|----------------------------|----------------------|
| - Glass | - Cosmetics |
| - Jewellery | - Pornography |
| - Blank Travellers cheques | - Ivory |
| - Livestock | - Dangerous goods |
| - Bonds | - Seeds |
| - Negotiable stocks | - Dry ice |
| - Bullion | - Shipment spares |
| - Perishables | - Firearms / Weapons |
| - Glass | - Works of art |
| - Precious stones | - Food stuffs |
| - Cut Flowers | - Cash/currency |
| - Human Remains | - Plants |
| | - Antiques |

Restricted items

- Personal effects – (Packing list required for USA and Canada only). .
- Pharmaceuticals (Prescription or non-prescription)
 - *Please call for further details*

How to use the tariff guide and despatch a shipment

1. Check that the shipment fits into the service criterion
This is done by checking the size restrictions detailed on the previous page and checking that your shipment is not listed under prohibited or restricted items..
2. All being well, find your destination on the tariff guide
3. Establish the relevant zone
4. Note the column marked "days" to establish whether the transit time is sufficient
5. Find the Zone on the rate section
6. The left hand column denotes the weight. Please ensure that you use either the volume weight or the deadweight, whichever is greater.
7. Establish the cost by cross referencing the zone with your weight
8. For shipments between 71 and 499kilos, please refer to the Flat rates per kilo
9. Complete Eezehaul manifest noting :-
 - Your details (Shipper)
 - The consignees full address, including telephone number
 - Date
 - Deadweight
 - Volume weight (if applicable)
 - Number of pieces
 - Item description and value
 - Note the words " Value" in the special instruction box
10. Ensure that all paperwork required for transit, such as Commercial Invoices is attached –
Please check with the Department of Trade and Export or call us to check whether you are unsure. Incorrect or missing paperwork can delay the transit and incur additional costs to your account.
11. Call our office on 0845 054 0023 prior to 2pm on day of collection to arrange pick-up.