



Personal Effects Guide to Shipping



Helpful tips and advice if you are
thinking about shipping your
personal goods

Getting a Quote

Step 1: Getting in touch with the team. They are available on the phone and via email 5 days a week.

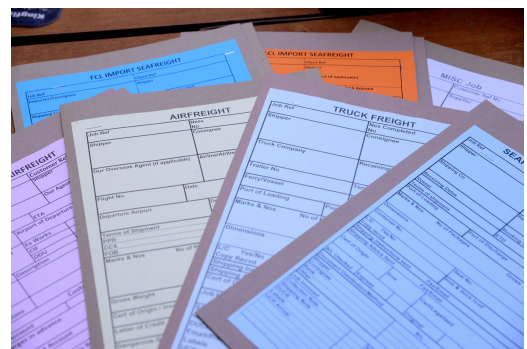


Step 2: We need to know the details about the items and quantity you are looking to ship. Have a look at our personal effects inventory form.

Step 3: Using the information you have given us we will contact the correct people to find out costs, time frames and things to consider.



Step 4: We will prepare a quote for you detailing the costs and what the service includes.



Step 5: It's down to you! If you have any questions about the quote then let us know and we can help you determine the best options for you.

The Shipping Process

Step 1: After you have accepted our quote the shipping process will begin.

Step 2: You can have your items delivered to us or we can arrange collection to suit you.

Step 3: We can pack your items on your behalf or you can pack them yourselves to save on cost.

Step 4: Using the dimensions of your packed personal items we will arrange the booking by air, sea or road freight.

Step 5: We will ask you to complete an inventory form.

Step 6: We will keep you informed of the booking details and an expected ETA for your belongings arriving at their destination.

Step 7: You will receive an invoice for the shipment prior its arrival. This must be paid before delivery of your shipment is agreed.

Step 8: You should discuss with your Freight Forwarder whether any duties or taxes are required at the destination country.

Step 9: Once your personal effects have been delivered, you should check that it has all arrived as expected.

Step 10: We wait to hear from you with any future shipments.

What We Need To Know

What you are sending - We will need to note the quantity and type of personal items you are looking to ship.



The size of the pieces - For us to give an accurate quote we will need to know the dimensions of the packed or loose items, the weights, if it is unusual in shape for packing purposes or any specific requirements you may have for different items.

Location - If we are collecting the goods we will need to know a collection address. We will also need to know where your belongings are being sent.

Packing - If you would like your goods packed by us, let us know so we can include this in your quote. If you are packing your items we will need to know how.



Time - If you have a time frame in mind this can determine the method in which your belongings are shipped.

Detail - If you have any other information which you feel may be of relevance for shipping your personal belongings then let us know.

Packing

At Isca Forwarding we have a dedicated packing warehouse. Our team are experienced at building cases for any kind of item.

However if you are packing your belongings yourself here are some key tips and advice:



- Use strong well taped cartons/boxes to pack your items.
- Wrap delicate items in bubble wrap and pack them in the centre of your box.
- Label all cartons/boxes clearly with the destination address.
- Do NOT pack any hazardous items within your cartons/boxes, This will make your shipment costly. To send hazardous items contact your Freight Forwarder and they will advise you on the best options.
- Most countries have strict rules about wood and timber used in shipping. All wood should be heat treated and stamped with supporting documentation.

Make a list of all the items you are packing. Making particular note of valuable items. This list will be required by your Freight Forwarder and will be useful for customs clearance. (See our shipping inventory form for a starting point.)

FAQ

Can you give me an estimated cost? - For us to quote we need certain information. This information can vastly change the cost of shipping. If you would like an estimate we can do this based on estimated dimensions and weights of all your items.

Can I pack my possessions myself? - Yes! We are more than happy for you to pack your goods. It is worth checking if there are any requirements to consider when packing (e.g heat treated timber) but we are always happy to advise you.

What are "terms of shipment"? - In the simplest form they are universally acknowledged terms which determine who pays for the shipping process at which stage. The most commonly used term for shipping personal effects is DDU which means that we arrange for your shipment to be delivered to the final delivery address, keeping you in control of the whole shipment. (For more information about shipping terms please take a look at our website or give us a call.)

Are there certain items I cannot ship? - When you ship personal effects you cannot include hazardous items. To ship anything deemed hazardous you will need to discuss your options with your Freight Forwarder and potentially ship the items separately to your possessions. To determine if your goods are hazardous please have a look at our website or contact one of our team to discuss items that are deemed hazardous for shipping.

The best thing about using a Freight Forwarder is we are here to help. You can always get in touch with a member of our team who can advise you on any queries you may have. We are here to help!

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