

# Useful Information & Terminology

**1. Consolidation / Groupage:** this means that your consignment has been grouped together with other shippers moving to Europe. The transit time from door to door is not fixed by an agreed contract, therefore shipping / delivery is made within a schedule set by the moving / shipping companies.

**2. FCL / Full Container:** as a shipper you have paid for an exclusive container. The times and dates for departure and arrival at the Port are based upon published sailing schedules, albeit subject to change at any point by the shipping lines, your consignment should arrive within a predicated window as arranged at origin. \*\* Delays caused in shipping do occur, poor weather, congestions at the Ports, are incidents completely out of your agents and our control.

**2a. ETA:** ( estimated time of arrival ). We are given the ETA for the arrival of your shipment. However, we must stress that this is an estimated time of arrival and subject to change.

**3. Vehicles:** many vehicles arrive by RO-RO [roll on roll off vessel] which actually means that they drive on and drive off the vessel. You may also have a vehicle arriving with your personal effects in a container, dependant upon your final destination you will probably find that the car will need to be collected from our warehouse. **Please check with your coordinator.**

**4. Airfreight:** this is straight forward as per the service outlined in our schedule; however we must stress that delays in documentation can cause delays and financial penalties.

**5. Port Storage / Demurrage / Airline Storage:** these terms are associated with additional charges and are imposed by the shipping lines, airports and airlines for delays caused in removing the cargo from their respective ports or warehouses. The majority of delays are caused by lack of

documentation, delays in customs clearance due to lengthy customs examination or shippers have declared items on the customs entry and H.M. Customs wish to inspect. **These charges are excluded from your contract.**

**6. Customs Examination:** due to the increase in World terrorism and the increased need to be more diligent we do anticipate that more consignments will be selected for inspection. This can vary from a closer look at documentation and a clarification of the declaration made, to a visual examination of the container, and finally a physical exam where the consignment is inspected by a number of customs officers. Dependant upon the type of examination will reflect in the fees levied.

**7. Duties & Taxes:** in the event that duties and taxes are charged, payment will need to be received in full via cleared funds prior to the consignment being released, should we collect the charges on behalf of H.M. Customs & Excise we reserve the right to charge an administration fee.

**8. Collection of charges / C O D payments:** on the occasions that payments need to be made for various services / agents agreements, we do reserve the right to charge administration fees in addition to the charges levied by third parties. Payment can be made by bankers draft, credit card [5% levy] and personal cheque [7 days prior to delivery] cash on delivery is limited to £ 100.00 and will be collected before unloading begins.

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