



Golden Van Lines, Inc.

INTERNATIONAL RELOCATION SERVICES

“Frequently Asked Questions” (FAQ’s)

❖ How much time should I allow before contacting the international moving company?

Moving internationally is more complex than moving domestically. You should typically plan on contacting your international expert at least 8-12 weeks prior to your move-out day to begin the process. Your carrier can review with you the different shipping services available and help you decide what is best for you, your family and your budget. The pre-move survey of the items to be shipped develops a foundation and blueprint for the move and presents the moving company with the opportunity to examine what you have elected to move.

❖ How much time does a pre-move survey take?

A professional mover surveying an average 2,000 square foot home will take at least 45 to 90 minutes. We say “average” but in the moving industry, there really is not an average as each family and each home is unique. This time spent with the mover will provide an initial review of your needs, a detailed walk through of your home and a presentation of the international logistics involved in moving your possessions overseas.

❖ How do I know what I can and cannot take with me?

As soon as you have made the decision to relocate, your first contact should be the local embassy or consulate of the country you are moving to. If you have Internet access, <http://travel.state.gov/> is a good place to start. This web site is presented and maintained by the US Department of State and will help answer a lot of questions about living abroad. Another site that you may find helpful is located at <http://wwwexpatexchange.com/>. You will be able to obtain all of the updated information regarding the formal entry requirements for you and your family, and what you can and cannot take in your shipment. Pay particular attention to electrical items, items that are restricted and/or items that carry a high level of customs duty. Normally, a reasonable amount of canned goods can be shipped, but check for specific foods that are restricted/prohibited by specific countries. In addition, your moving company should provide you with the customs requirements for your household shipment and be prepared to answer or help research any questions or concerns.



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❖ Why do I need insurance if everything is packed professionally?

International household goods shipments travel over great distances using many different means of transportation. When you consider the distance, weather conditions during transit and the amount of handling that can occur on an international shipment, insurance gives you peace of mind. In fact, most professional moving companies have a very low claims-ratio based on the quality of their packing materials, trained and experienced labor, and utilization of the best transportation services for your shipment. Standard shipment insurance is typically \$.60 per pound per article.

❖ What is insurance coverage based on?

The majority of international moving companies will offer a comprehensive insurance policy based on Replacement Cost Protection (RCP). You will provide the moving company with an itemized valued inventory list that details items with their replacement cost at destination. Ask your moving company about the insurance programs that they provide and the premiums charged for that coverage. Make sure you include all items on your valued inventory list and that you do not underinsure your shipment.

❖ Who handles my shipment at the destination country?

Your international moving company will assign a destination agent to clear your shipment through customs and arrange final delivery to your new residence. Make sure you ask your moving company about the criteria they use to select their overseas agents and the experience they have in moving people to your destination.

❖ What items should not be shipped overseas?

Certain items are restricted/prohibited by virtually all countries. These items may include: contraband, pornography, drugs, alcohol, weapons, ammunition and perishable foods. For safety reasons, your moving company should also tell you not to ship hazardous or flammable materials such as gasoline or paint, aerosols, gas canisters, etc. If your company is relocating you overseas, check to see if they have a policy about what can or cannot be shipped under their guidelines.



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❖ What are my responsibilities during the moving process?

Primarily, your responsibilities revolve around your compliance with the specific regulations and associated documentation for your new destination country. Full compliance with the regulations regarding you and your family's entry into the country of destination is ultimately your responsibility. This is also true for the documentation supporting your household goods move. Your international moving company will be able to advise you on the necessary documentation, but you should contact the embassy or consulate personally to verify all of the requirements.

Regarding the move itself, you should be present throughout the packing and loading process to sign the packing inventory, shipping documents and insurance paperwork. It is your responsibility to make sure all appropriate steps have been taken on your part. For example, lawn mowers should be drained of all flammable liquids, anything affixed to the walls should be removed and restricted items should be properly disposed of. Your International Relocation Counselor will be able to answer any specific questions you might have about your role in the process.

❖ How long does a shipment take to arrive overseas?

Many people mistakenly assume that in this age of travel, international shipments are measured in days instead of weeks. The following are guidelines to destinations from the United States for sea freight shipments (* these guidelines also apply when shipping to the United States):

United States to:

Europe 4-6 (weeks), / **Asia** 6-8 (wk), / **Australia** 8-12 (wk), / **South America** 6-8 (wk),

For air shipments, you should allow (in most cases) from 8 - 14 days for a door-to door transit time. In some cases, you may find shorter transit times for air shipments and (of course) for more remote locations with infrequent cargo service, you may actually find a longer transit time. Remember that a cargo air shipment does not travel the same way you might on a passenger flight. Air shipments may take a different routing, be subject to capacity delays and subject to delays at customs. Your International Relocation Counselor will be able to give you a more accurate transit time based on your specific shipment requirements.

This information is presented as a guideline. For detail and additional information pertaining to international moving of household goods, contact Golden Van Lines, Inc. at 1-800-525-3290 or visit us on the Internet at www.goldenvanlines.com



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❖ What should I take with me on the plane and not send in the shipment?

You should make sure that the following items are not packed by the moving company, but rather taken with you during the move: passports/visas, travel documents, medicines, luggage and travel items. In addition, there are certain items that you should hand pack, as no insurance policy will provide you coverage for such items if they are moved as an unaccompanied shipment. Such items include jewelry, cash, stocks (or any negotiable instrument), tax returns, medical papers, furs or coin collections (or similar). If you do have an extensive collection, check with your moving consultant to see if coverage can be arranged at an extra premium if you cannot take the items with you.

❖ Can I pack some of my items myself?

While you may wish to pack some items yourself prior to the arrival of the moving crew, you should be aware of the consequences. Generally speaking, PBO's or packed by owner cartons are not allowed. Customs officers in most overseas countries will be looking for inventories that show owner packed items. This will lead to an increased likelihood that your shipment would be called out for a full examination. Therefore, it is our recommendation if you do wish to organize certain items, to leave the packing cartons open for the crew to inspect the contents, verify the condition and make the proper entry on the packing inventory, which is reviewed by customs officers. In addition, owner packed goods are not covered under full insurance protection.

❖ What type of containers will be used to transport my shipment overseas?

Depending on both the cubic feet and weight of your shipment there are three types of containers for international household goods shipments. For sea freight shipments, the moving company will probably recommend either loading into wooden lift vans or steel steamship containers. A wooden lift van is a large crate (84"x 45"x 84" high – 185 cubic feet) built of plywood that is made specifically to move household goods overseas. A steel steamship container is a large rigid container that can be loaded on and off an ocean-going vessel. In general, these large containers come in either 20- or 40-foot lengths and can hold up to 1,100 cubic feet or 2,200 cubic feet respectively. Your moving consultant should be able to recommend the most appropriate container for your needs .



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An airfreight container is by nature smaller than the typical sea container and is generally used for small, time sensitive shipments. A variety of sizes are available and they are normally constructed of industrial cardboard. Again, your moving consultant will be able to explain the most appropriate container for your specific air shipment.

❖ How long will packing, wrapping and loading take at my residence?

This of course depends on the quantity and type of items that are to be moved overseas. An average 2,000 square foot home for example, will require 2 - 4 days for packing, wrapping and preparation, and possibly an additional day for loading the shipment into either lift vans or steamship containers. The number of crewmembers assigned to your move will be based on the requirements, but on average, an international crew will consist of 3 to 4 members throughout the duration of your move.

❖ Should I not need to take all my personal effects with me internationally, what arrangements are available for storage?

Long-term storage services can be arranged with either our company or other agents we have agreements with. First and foremost, determine those items that will be designated for storage and mark them. Storage designated items will be inventoried separately, packed, wrapped and loaded for the warehouse. Items are placed inside storage vaults measuring 5' x 5' x 7' tall and typically hold between 1,000 to 1,200 lbs. per vault. Upon returning from your international assignment, the vaults are loaded in a van for delivery to your local residence. Once again, we strongly encourage you to review with your company relocation manager the allowances and authorizations which have established for your move.

