

Your Guide to

Moving Overseas



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Welcome to Transworld International Removals a world of knowledge, experience and care. At Transworld we understand that relocating can be one of the more stressful times of your life and as such, you need to make some very important decisions to ensure your relocation runs smoothly for you and your family. Operating since 1994, Transworld has established itself as one of the leading removal companies specialising in international shipments, not only in New Zealand but throughout the world. This brochure has been created to provide the necessary valuable information you will need in order to make a qualified choice on the removal company you ultimately appoint. Why not be the next to enjoy a stress free removal with Transworld International Removals - your pathway to the world.

Choosing Your Removal Company

Moving overseas is a time of change and challenges. Choosing the right removal company to suit your needs, will be one of the most important decisions you make in your relocation.

As members of the New Zealand Overseas Movers Association (NZOMA), British Association of Removers (BAR) and IAM (International Association of Movers), Transworld is one company of over 550 affiliates in more than 100 countries spanning the five continents that have achieved FIDI-FAIM accreditation (Federation of International Furniture Removers – FIDI Accredited Mover). With over 6,000 removal companies in the world Transworld is proud of this achievement. To become a FIDI-FAIM accredited mover you have to invest heavily in quality and be financially sound. Many companies are not willing to make this investment, or are not in a position to meet the necessary requirements. All Transworld branches follow our quality assurance programme with the Auckland head office being audited regularly by Ernst & Young, checking 453 areas for quality including staff training, removal resources and financial stability.

Transworld views FIDI-FAIM membership as an opportunity to show our clients that we are committed to providing the highest level of service possible. This seems like a pretty good investment to us and offers you the following benefits when moving with a FIDI-FAIM mover:

- Professionally trained staff
- Experience and knowledge about destination countries
- Specialist insurance cover
- Working with FIDI-FAIM agents at destination
- Independent organisation for clients to voice concerns
- Security of moving with a financially sound company

So for your peace of mind when choosing your removal company, insist on a company with FIDI-FAIM accreditation. What do we put our continued success down to? The simple belief that the easier we make the move for you, the more successful your move will be.

See our current Google Reviews www.transworld.co.nz/testimonials

TRANSWORLD
INTERNATIONAL REMOVALS
“Your Pathway to the World”

Your responsibilities

To ensure your moving date is available contact Transworld as early as possible to allow plenty of time for your sales consultant to make the booking arrangements. Documentation is extremely important, make sure you allow plenty of time to review this and have completed and returned to our office, we cannot ship your goods unless we have these forms completed. Documents will include:

- Acceptance of Quotation - completed and signed
- Insurance Proposal
- Passport Copy (include visa if applicable)
- Customs forms/Declarations (Australia, USA)
- If going to the UK on-line TOR application

New Zealand Customs authorities will not allow your goods to leave New Zealand if we do not have the completed documents with your full name, as recorded on your passport and your destination details. If you do not have a street address/street address of a relative or friend, or if you require assistance to complete the forms, please contact your sales consultant.

Payment for the removal needs to be made on the first day of packing or collection, unless special arrangements have been made. Internet Banking is the preferred method of payment or credit card through our secure online portal (2.5% surcharge).



Insurance

Insurance is an important part of the removal process and is easy to arrange through Transworld. Transworld has several policy options that can be tailor-made to suit your requirements, depending on the contents of your shipment, there will be a policy and cover to suit your budget. [Insurance Proposal forms](#) are simple to complete and you must make sure that all goods in your shipment are covered, not just certain items. Not insuring your whole consignment will be considered as under-insuring and any claim would be subject to average with the claim being reduced by the same percentage that the goods were underinsured.

If you take out an insurance policy you will be covered from the commencement of the uplift from your property including the packing process, through to delivery and unpacking at destination. You are insured for Accidental Physical Loss or Damage (unless Packed By Owner items, which are covered for Loss Only). We offer one month FREE storage transit insurance, however, if your goods need to remain in storage for longer this cover can be extended for an additional premium.

Items that we are unable to insure include: cash, jewellery, precious stones, coins, stamps and securities. Cartons or packages that you pack yourself can only be insured for loss and not damage. We also require a contents inventory of all owner packed cartons/packages - this is required for both insurance and customs clearance purposes. For all exclusions and further information about cover options, see the insurance proposal.

Shipping Motor Vehicles

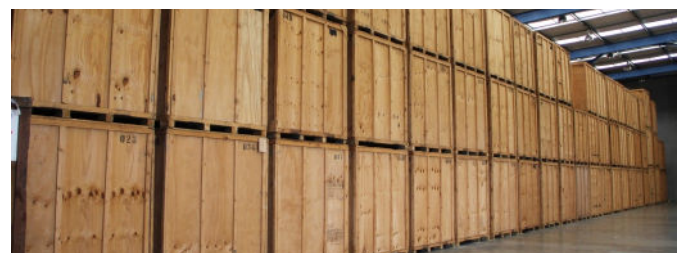
Transworld prides itself on keeping up to date with requirements and procedures for shipping motor vehicles around the world. We can arrange all the logistical details including customs and quarantine clearance at destination. Your sales consultant can advise you of the exact procedure, documents required and whether there will be duty and tax implications. Prior to shipping your vehicle, make sure it has been thoroughly cleaned inside and out and free from dirt on the underside of the vehicle and wheel arches - the petrol needs to be run down to the minimum, no more than 10%. We also need a copy of the ownership documents. On receipt of the vehicle at Transworld's depot, a detailed Motor Vehicle Condition Report is carried out of the interior and exterior and photographs taken. The report is then signed by a Transworld representative and yourself, a copy of which is then forwarded to the destination agent. On collection of the vehicle at destination, the report is evaluated against the vehicle and signed off again by the Agent Representative and yourself, ensuring that in the event of an insurance claim all necessary details have been recorded.

Pets

We understand that your pets are part of the family too, so we make sure that they receive the quality service and care they deserve. With a referral to our Pet Specialist's they will assist you with everything from; collection at your home, boarding, airline approved cages, vetting, MPI inspections in New Zealand, flights and quarantine formalities at your final destination and if required, delivery to your new home. It is important to be aware that different countries have different requirements that pets must meet before they can travel. For this reason, you should talk to our Pet Specialist as soon as you are aware that you may be moving to discuss the relevant procedures and answer any questions you may have.

Storage

If your home at your chosen destination is not ready or your plans are not finalised, Transworld can arrange short or long term storage to suit your requirements. Storage can be arranged in New Zealand or overseas but generally it is more cost effective in New Zealand. Transworld's furniture warehouses are fully alarmed, secure, modern and dry. Your goods are placed in specialised storage containers called "Home Packs" and sealed away until you require them to be shipped or delivered to your new home. Home Packs once stored, are not directly accessible to you (or for that matter anyone else) and it may not be all that easy to locate an individual item out of a whole house lot. If you know that you may need specific items prior to the goods going into store advise your sales consultant and they will make the necessary arrangements to ensure that the respective items can be located quickly.



Customs

We have available current regulations on every country in the world, if you are unsure about any goods you wish to export, speak to our sales consultants and they will discuss with you any questions you may have

For Australia and USA you will need to complete the respective customs forms before you leave New Zealand, for other countries our agents at destination will supply the customs forms on your arrival. If you intend arriving in the country after your goods, your sales consultant needs to be advised before the goods are shipped. In some countries there can be expensive storage charges if you are not in the country and the shipment cannot be customs cleared.

In general, all customs authorities will not allow the free entry of firearms or weapons and you will need a permit. If you have items such as these, it is essential your sales consultant is aware of their presence and we will make sure you are properly informed of the importation process. Alcohol is usually dutiable in most countries and is prohibited in some middle eastern countries. *Refer to the Prohibited and Restricted Items table below*

Quarantine

Most countries around the world are tightening up on their biosecurity. In order to prepare your items for shipping you need to clean all dirt and vegetation off items like garden tools, bikes, golf clubs etc, make sure your vacuum cleaner bag is empty or disposed of and food is not included in the shipment wherever possible. Quarantine or customs authorities also control the unauthorised shipping of CITES (Convention on International Trade in Endangered Species) controlled items. The CITES agreement was ratified between world governments to stop the trade or shipping of endangered animals and plants. If you are looking at shipping any of these items please contact Transworld and we will advise the necessary requirements.

Refer to the Prohibited and Restricted Items table below



Prohibited Items

Prohibited unless accompanied by a valid important permit

Flammables including: petroleum products, matches, ammunition and explosives, fireworks, aerosol cans, lighter fluids, paints (art paint can be shipped if non-flammable and not liquid), thinners etc. Gas bottles can only be shipped if they have been purged professionally and a certificate supplied. Petrol cans can be shipped if they have been emptied, cleaned out with detergent and allowed to air out.

Batteries

Chemicals acids, ammonia, cleaning products, corrosives, batteries of all kinds, don't forget batteries in torches, radios etc., poisons, gardening chemicals, fertilisers, weed killer, insecticides etc

Live plants dirt or soil

Perishables eg. meat products, opened foodstuffs.

CITES Products or souvenirs made from a CITES (Convention on International Trade in Endangered Species) protected species i.e. coral or jewellery made from coral, animal skins, reptile skins, ivory, traditional medicines containing wildlife, items made from turtle, clam shells etc (unless you have a permit).

Antiquities restricted for export from New Zealand. These would include but not limited to; works of art older than 60 years relating to New Zealand, artefacts of any kind from Maori culture dating prior to 1902.

Objectionable (indecent) recorded or printed material which is likely to cause offence

Weapons flick knives, daggers, swords, knuckle dusters and equipment used in martial arts.

Controlled drugs of any kind including but not limited to LSD, methamphetamine, heroin, cocaine, cannabis, cannabis/drug paraphernalia (whether used or not), ecstasy, steroids, DHEA or performance enhancing drugs.

Restricted Items

These items will need to be declared or inspected and may require permits, treatment or disposal

Firearms and ammunition including antique, decommissioned or replica items

Alcohol (depending on destination)

Prescription medicines you will need to provide evidence that they were prescribed to you by a medical practitioner and be in their original container. If you do not need the medicines dispose of them safely rather than have them shipped.

Food and Foodstuffs

Animals or Animal products

Religious material

Being Prepared for Removal Day

Prepare your goods for transport before the packing team arrive:

- Clean or discard items *Refer: Prohibited or Restricted Items and Quarantine*
- Empty out your fridge and defrost the freezer making sure they are both dry - wipe with vanilla essence which will help counteract stale odours.
- Don't take items out of cupboards and off shelves, our packing crew will do this and wrap/pack them straight into a carton but do make sure you dispose of or separate items that are not to be shipped.
- Disconnect appliances; TV, stereo components, computers and hard-wired light fittings that are being shipped - the crew are not qualified electricians/technicians and will not do this on your behalf.
- Remove any items from mounted wall brackets; TV, dryer etc.
- Arrange the dismantling of any furniture that requires special expertise such as water beds or IKEA furniture.
- General housecleaning assists the crew with packing in a timely and logical manner - please make sure that dishes are washed, dishwasher is emptied and washing machine emptied and drum secured.
- Strip beds leaving bedding folded on the bed.
- Keys to furniture should be kept with you, alternatively they should be put in a large marked envelope and our crew will place it into the priority carton.
- Identify any additional items you may wish to be packed in the priority carton such as: soap, towel, sponge cloth, can opener, bottle opener, kettle. The crew will automatically pack screws for dismantled furniture and any other essential items to assist your set-up at your new home.

It is not necessary for you to be on site for the duration that the crew are packing but it is essential that you are there at the beginning to show the team leader around your home, identifying the goods that are being shipped and to make sure they are aware of any special requirements. On completion of the packing it is important that you are there to sign the paperwork and to ensure that all items have been packed and removed. Remember to check all cupboards, behind doors, attics, garages, outdoor areas etc. It is your responsibility to check that everything has been removed.

See our [Moving House checklist on our website](#).

At Destination - Overseas Partners

To complement the expert and professional service that Transworld offers, it is obviously important that the overseas agent we use to handle your possessions is equally adept. We have been able to hand pick our partners based on the superior service levels they provide our clients, in most instances these same agents will also be members of FIDI-FAIM. What could be better than having two FIDI members handling your shipment, one at origin and one at your destination?

Once your goods have been dispatched from New Zealand, Transworld will email you advising of the vessel or aircraft, estimated arrival times. We will also include the contact details of the destination agent handling your removal. The destination agent will in turn email you, updating the arrival time and supplying customs forms (if required) and advising the clearance process. In most instances, if the paperwork is completed and returned, goods can be customs cleared prior to the arrival of the vessel. Once your consignment has been cleared through the authorities our destination agent will contact you to make delivery arrangements.



How did we do?

On completion of the removal, we email you with an evaluation form to gain valuable feedback on our service and welcome any suggestions or comments that will assist in our commitment to total client satisfaction. Additionally, if you want to share your removal experience with Transworld, you can post a [Google Review](#)

FIDI FAIM in Auckland



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Whilst all care has been taken in compiling the information contained in this brochure Transworld cannot accept any responsibility for errors, omissions and changes. This should only be used as a guideline.

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