



King & Wilson
World Wide Moving and Storage

BAGGAGE COLLECTION INSTRUCTIONS

PLEASE READ CAREFULLY

CARTONS AND PACKING

To construct the cartons, fold the opposite sides of the carton together and tape securely to the underside. Items in each carton should be carefully packed and secured to prevent movement in transit. Please do not exceed the maximum weight of 30 kg per box (USA 25kg only).

Prior to collection all items must be packed and ready for shipment:

Ensure that the top of each box is sealed using the tape provided.

Televisions: if your TV is being cased upon collection please remove the stand.

Bicycles: please remove pedals and the front wheel before placing in the bike carton.

TV and bike cartons will be available at time of collection.

Please mark every item with the King & Wilson shipping REFERENCE NUMBER and a brief description of contents eg clothes or books.

Please ensure that every item is labelled with the RECEIVER'S NAME AND ADDRESS and NUMBER OF ITEMS in your consignment (eg 1/3, 2/3, 3/3). Failure to label correctly may result in lost items.

Collection time has an allocation of 10minutes only - after which \$1.00 per min will be applicable.

Please note that any package considered unsuitable for international transportation will be repacked by King & Wilson and will incur a packing charge @ \$20.00 per box.

If dangerous or restricted goods are located in a consignment a \$80.00 processing and disposal fee will be applied.

LOCAL METROPOLITAN AREA COLLECTION

Once you have completed packing your boxes please contact King & Wilson to arrange collection.

Our standard courier collection service is between 7.00am -4.00pm. We do require a four hour window for collection – earliest collection is between 7.00-11.00am (recommended). Please note we cannot provide a specific collection time.

If you require a specific collection time please contact us for information regarding our premium service. Please note that *times are a guide only and are subject to change without notice.*

Please return all documentation via email – **DO NOT** give your documentation or payment to the driver.

NATIONWIDE COLLECTION

Once you have complete packing please contact us to arrange collection; please provide adequate notice (3-5 days ideally). We will employ a national courier to collect your consignment. Please return all documentation via email – **DO NOT** give your documentation or payment to the driver.

Our standard collection is from ground floor only between 7-6pm Monday to Friday, unless otherwise advised.

Please note we cannot provide a specific collection time.

We do offer a premium collection service if you require a specific timed collection or from above ground floor.

PAYMENT

The following payment methods are accepted:

Debit/Credit card – recommended payment to avoid delays.
(Credit card surcharges do apply – Visa/Mastercard 1.5% AMEX 3.5%).

Bank transfer

BPAY

DOCUMENTATION

Please note we cannot arrange shipment without completed documentation. Delays can result in additional charges.

Provide a copy of the photo ID page in your passport (and destination visa if required).

Complete the packing list (customs inventory) with a box by box description of the items in your consignment (see sample customs packing list) and any destination customs forms required.

Please make sure your customs form includes , destination address and phone number. This can be changed in transit if required.

Incomplete forms will be not be accepted.

Complete the insurance proposal form and cover your goods for full replacement value.

Complete the airfreight security POA form for air freight consignment only.

PROHIBITED ITEMS

Certain items cannot be accepted under general conditions of carriage and storage eg creams, liquids, food, cash, bonds, jewellery, alcohol, explosives, flammable gases, lithium batteries (permitted via sea freight), poisons and toxins, scuba tanks, gas cylinders, aerosol cans, ink or printer cartridges.

DELIVERY OVERSEAS

Delivery at destination is to ground floor residence only.

An import arrival notice will be emailed to you when your consignment nears the destination port, please complete it and return it to agent as soon as possible so as to avoid any delays.

Our delivery agent will contact you to arrange delivery after completion of the customs clearance process.