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Dear Customer:

To minimize documentation errors and improve efficiency of London Baggage Company customer service, we would appreciate if you could take some time to read the following documentation guidelines.

Thank You!

Passport Copy:

- Kindly make sure that the copy is clear and readable.
- For all non-UK residents a copy of the visa page is mandatory.
- Customers going to USA or Canada must provide a copy of visa page confirming entrance for more than 3 months.

Standard Liability:

- If you have fragile items in your shipment then we strongly recommend you to take extra cover for your fragile items by filling in the standard liability form.
- For shipments that include a TV in them, standard liability can only be offered if the customer agrees to get the TV crated from us.

Security Declaration/Packing List:

- Destination address (consignee address) details and landline contact number are mandatory regardless of the shipment service.
- For customer claiming their goods at the destination, we require your exact date of arrival (ETA) in destination country.
- Kindly check the appropriate box regarding standard liability at the end of the form.

Customs Forms:

Kindly leave the following sections blank **for office use:**

- Australia:
How my personal effects arrived or will arrive
- New Zealand:
Air Bill/Bill of Lading, Flight /Ship, Voyage Number, Date of Arrival, Port of Arrival, Cubic Meters, Number & type of packaged, Container Number.

Nominee Letter:

For shipments involving care-off (somebody else is claiming the shipment on behalf of the customer at destination) a nominee letter is mandatory. Countries that allow care-off include the following:

- EU member countries
- Australia
- New Zealand
- South Africa (sea freight only if its is under 30cuft)
- Dubai (Airfreight)
- Hong Kong(Airfreight)

NEXT STEP:

Kindly send all the documentation other then the payment sheet back to us 2-3 days before collection.

The final invoice will be send to you after 2 working days from the collection date. Once you receive the invoice kindly send us the payment authorisation sheet properly filled in (attach the cheque or bank transfer receipt) back to us either by email, fax or post with in 24 hours.

Note: Due to security concerns we will only be accepting card payments provided the card is in shippers name, alternative ways of payment include cheque or bank transfer.

For further information do not hesitate to contact us at **0207 921 0008**