



MAC Customs

EXPORT COMMERCIAL SHIPMENTS

Dear Valued Client,

Please find listed a check list of formalities & information to achieve a trouble free delivery of your cargo.

1) Book your cargo on our web page or fill out and return a forwarding instruction, please ensure you enter your pick & delivery details accurately, as this information is used in the preparation of your export documentation & is the basis of your information to us.

(Booking your cargo by telephone, please ensure you have your correct pick up & delivery information ready when booking.)

2) We require your packing list & commercial invoice prior to pick up you may send these by email or fax. (This information is needed for your Customs export clearance)

3) You must accurately measure your cargo prior to export booking, as this is the basis of our quotation to you & determines the size of the truck we send for your cargo pick up. (Note we also measure your cargo in our depot once received)

4) When arranging your pick time & date:

a) We have a morning pick up 8.30 to 1 pm or an afternoon pick up 1pm to 5 pm.

b) Should you require a specific time, this can be arranged as VIP service & incurs an additional cost of \$100.00.

c) You must assist the driver to load your cargo, if your shipment is loose (not palletized or crated) please pack into boxes that can be lifted by hand, as you will need to be able to lift them onto the pickup truck.

d) Should your cargo need special lifting, this can be arranged but additional loading charges may apply, please discuss your loading requirements with us prior to arranging your cargo pick up. If you don't have access to a forklift we can provide a tailgate lift and pallet trolley at an additional cost of \$150.00,

e) We can palletize and plastic wrap loose shipments at a cost of \$ 85.00 per pallet if required. Fumigation and certificates can also be provided at additional costs please contact us to discuss your additional requirements.

f) If you are not at the premises when the pickup truck arrives or we are unable to load, you may be charged a missed pick up surcharge.

5) Packing your cargo. Your cargo must be securely packed, (we suggest you read our FAQ section on how to pack your cargo, located on our web page) to avoid cargo damage or loss.

6) Labelling your cargo. Ensure your cargo is labelled with your consignment delivery address. Include your phone, fax, and email address, and number your packages 1 up.

7) Payment is required prior to your cargo being exported. You may pay by credit card or direct debit.

Best Regards,
Mac Customs