



## XS Baggage

Tel. +64 9 256-0260

Fax. +64 9 256-0261

[www.xsbaggage.co.nz](http://www.xsbaggage.co.nz)

### What documents do you need to send my shipment?

To clear the shipment through customs, we will require a copy of your passport (photo page), and a packing list describing the contents of each package as well as a value assigned to each package. All relevant forms can be downloaded from our website under the "Forms" section or can be obtained by contacting us when you make a booking. If you expect to start packing soon, we suggest that you take notes of the contents in detail.

### How long will the delivery take?

Below are average times from our depot in New Zealand to select destinations below, assuming that there are no delays and that we receive all necessary documentation in a timely manner.

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<b>Air</b>	<b>Australia</b>	1 to 2 days
	West Coast (USA) & Vancouver	2 to 4 days
	Inland and East Coast U.S. & Canadian cities	4 to 6 days
	UK & Europe	3 to 5 days
	Hong Kong / China	2 to 4 days
	South Africa	3 to 4 days
<b>Sea</b>	<b>Australia</b>	1 to 2 weeks
	West Coast (USA) & Vancouver	3 to 4 weeks
	Inland and East Coast U.S. & Canadian cities	4 to 5 weeks
	UK & Europe	5 to 6 weeks
	Hong Kong / China	3 to 4 weeks
	South Africa	3 to 4 weeks

### How far in advance should I make a reservation?

We recommend that you give us at least 2 to 3 days notice to make a booking, although if you are under time pressure we can accept a booking with as little as 24 hours notice! If you would like us to pick up your shipment from your residence, please make sure it is properly packaged and labeled and has our XS Baggage labels clearly marked on at least one-side of each carton or suitcase – these labels can be downloaded from our website [www.xsbaggage.co.nz](http://www.xsbaggage.co.nz).

### Can I send suitcases?

Absolutely. Plastic containers, cardboard cartons or chests are also acceptable, and can generally be obtained relatively cheaply from an office products store near you. If you are concerned about your suitcase getting scratched or damaged, we CAN provide secure wrapping of your suitcase or carton to help prevent or minimize potential damage from occurring. Please contact us for further details!



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### I am not going home directly. Can you arrange storage while I am traveling?

Most definitely! In fact many of our customers do travel before reaching their final destination. If you are shipping by air, we will try to arrange a flight that will arrive at the destination airport just before (or after, if you prefer) your arrival. In the case of a seafreight shipment, we will try to arrange a ship that will arrive after a certain date for your convenience.

Tip: Storage is far less expensive at origin (New Zealand) than at the destination. If you know in advance that you will be unable to pick up the shipment soon after its arrival or will not need it for some time, it would be better to arrange storage with us prior to shipping. Please contact us for further details!

### I noticed in your rate tariff that airfreight charges are sometimes based on the volume and not always on the actual gross weight. What is "volumetric weight"?

For air shipments, the volume is considered in calculating the freight charges. This is a regulation of IATA (International Air Transport Association), the worldwide controlling body of airlines. This is to ensure that the airlines receive reasonable amount of charges even if they carry a shipment that takes up a large space but weighs little (much like a pillow is bulky relative to its light weight). Volumetric weight is likely to apply only if you are shipping something that is very low in weight "density", such as a boxed bicycle, an acoustic guitar or a loosely packed snowboard bag. For tips on avoiding volumetric weight where possible, contact us!

### What about sea freight service? Does the weight matter?

There is a weight limit per cubic meter; however, it is 1000 kgs! Unless you are shipping something extremely heavy, the weight will not need to be taken into consideration. However, the weight will be consideration if you require the goods to be picked up as trucking charges can be based on weight as well as the cubic measurement of your shipment.

### Is there a weight limit per box?

There is no particular weight limit per box that you plan to ship. However, it should be light enough for one person to lift and one should consider that the same box will need to be lifted at the destination! Heavy items such as furniture can be accepted as long as there is no problem loading them on the truck at the time of pickup from your residence.

Tip: We normally send one driver to complete a pickup. To complete a pickup with two men is available at an additional cost and if you live in an apartment complex beyond the first floor additional labor costs may also apply.

### I don't know how big a cubic meter is. Can you give me some idea?

One cubic meter roughly equals 35 cubic feet and is equivalent to 20 to 25 fruit cartons or 5 to 7 medium-sized suitcases.

For example, the volume of a box with dimensions of 30 x 40 x 50 cm is 0.06 cubic meter. If you have 15 of them, the total volume will be 0.9 cubic meter. You may have a better idea if you measure a few boxes or pieces of furniture around you.



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### How can I send a large item such as a T-Chest?

If you are unable to find a box large enough to pack such items, we can provide custom-made crating at an additional cost. This service is, however, limited to customers residing within close proximity to our main depots, where we can arrange crating. Please contact us for further details if you are interested in this service!

### Will I have to pay any duties or taxes at the destination?

This differs by country and destination. However, in most countries there is no duty or tax if the goods have been owned and used for more than 12 months for returning residents. Please be aware that this might not apply to some countries and that, depending on the commodity, there may be duties or taxes applicable.

### Who measure the boxes to calculate the charges for my shipment?

After your items are picked up from your residence, they will be delivered to our depot where they will be measured by our professional warehouse staff. Our freight charges are based on the measurements obtained upon receipt of your items and a confirmation of these measurements will be provided to you as a standard part of our service.

### How much is cargo insurance? Is there any deductible?

Insurance costs 0.99% of the value you declare on your packing list, with a minimum policy fee of 100 NZD. For example if the total of the items on your packing list has a declared value of 2000 NZD, then you will pay 100 NZD. Please contact our courteous staff for further details!