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The easy way to move.

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INTERNATIONAL



When you move your world,  
we'll make sure your world goes with you.

To the untrained eye, it's an old tattered teddy bear that's seen better days. To a little girl moving with her family from Cape Town to London, it's security, comfort and a best friend in a strange new world. Specialised packing is just one of the many, dare we say it, specialised services we offer for people and families moving abroad. Because we know that 'Big Ted' getting there is just as important as you getting there.

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# Customer satisfaction and excellence are the cornerstones of the Elliott philosophy

The information contained in this guide has been carefully and meticulously researched by ELLIOTT, but no liability or responsibility can be accepted for any changes to the information which is contained herein.

We make no apologies for the fact that there are no elaborate illustrations or pictures to make this booklet more attractive because it is intended as a factual guide for our customers and not a glamorous sales aid for our organisation. By presenting this booklet in this simple format, changes can be made in order to update the contents on a regular basis and production costs are kept to a reasonable level in our mutual interests.

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**Head office:**

Tel: (011) 256 3000

Fax: (011) 256 3200

e-mail: [elliott@elliott.co.za](mailto:elliott@elliott.co.za)

**From left to right:**

Brad Barker and  
Charles Luyckx,  
joint Chief Executive Officers



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## INTRODUCTION

Moving home is seldom a comfortable experience. Even when moving from one home to another in the same town there are additional chores and a certain amount of discomfort. Imagine, therefore, how much more complex and involved and overseas move can be. In the light of this, **ELLIOTT INTERNATIONAL** has published this guide to help with the planning of a move from South Africa to foreign countries around the world. Please read it carefully and consult with us as often as you wish. We are here to help make your move as comfortable and trouble-free as possible.

When moving to another country, many arrangements - some elementary and some more complicated - need to be finalised. There is the sale of your home, making travel plans, organising a farewell party, saying goodbye to friends, etc. Some of these arrangements are more enjoyable than others but there is one thought which should provide comfort and security. You are able to take with you your household and personal possessions, your motor car and those special members of your family - the pets! For practical or financial reasons, there is the temptation to dispose of what might be considered old and less useful items - those items which you might feel have outlived your requirements. Remember, however, that your family will settle into your new country more quickly and more comfortably if you are surrounded by familiar items including furniture, toys, ornaments and other personal possessions. It is difficult for anyone to provide advice on what should be included in the shipment and what should be left behind, because each individual family may have different ideas on this.

We recommend, though, that the most careful consideration be given to your movable assets and the feelings of each family member be carefully considered. A child's pine bed, for example, may seem an unnecessary item to include, but your child may sleep more peacefully in Sydney, San Diego or Singapore if that pine bed is there. Show flexibility and please relax when preparing for your move in order to alleviate many of the stresses and strains of settling into your new and unfamiliar surroundings. Feel free to consult the Sales Executive of **ELLIOTT INTERNATIONAL** who is trained to guide you in the planning of your move.

## YOUR INTERNATIONAL REMOVAL QUOTATION

**BEWARE! THERE ARE MANY PITFALLS AND HIDDEN COSTS - WHICH MEAN THAT THE LOWEST PRICE MAY NOT ALWAYS PROVIDE THE BEST VALUE!**

When comparing competitive quotations, please be aware of the following dangers :

- (a) *What are the exclusions? Are there any hidden exclusions? Normal exclusions are insurance, cargo dues, storage and related charges, delivery above the second floor, duty, taxes and extraneous or unusual customs fees.*
- (b) *Are all items to be included in the shipment reflected on the survey list? (Refer section 4 of this guide).*

- (c) *Are all services on a residence to residence basis included in the price for your household possessions? If a motor car is to be moved, are charges for customs clearance and delivery from the port of entry to the warehouse of an agent at a convenient city in the country of destination included?*
- (d) *Is the quotation based on the items to be included in the shipment or is the moving company hedging its bets by surreptitiously recording a volume on the quotation which - to the layman - is perfectly meaningless but which, if the moving company has made an error of judgement in estimating the volume, may prove extremely costly to the customer? Beware of this practice because it can be the cause of an expensive and aggravating dispute. The only time it should be necessary for a professional moving company to record an estimated volume on an international removal quotation is either when the items to be moved have not been surveyed or physically viewed, or when the customer is undecided as to precisely what is to be included in the shipment.*
- (e) **HOW DO THE INSURANCE PREMIUMS COMPARE? FOR A FAIR COMPARISON OF PRICES THE COST OF INSURANCE SHOULD BE ADDED TO THE COST OF THE MOVE TO ARRIVE AT THE OVERALL COST.**
- (f) *What excess/deductible (any amount deducted from an insurance claim payment) is applicable?*
- (g) *On what foreign rate(s) of exchange is the quotation based? This is so important because rates of exchange fluctuate and a quotation based on a more favourable rate of exchange may appear to be lower but, in the end, you may pay much more! (Refer to the 'Foreign Exchange Rates' section of this guide).*

Please do understand that our quotation provides for delivery at your destination residence with, what is known in our industry as a reasonable access. This means that:

- The delivering vehicle can park, without any difficulty, within 40 metres of the entrance to the residence.
- Your residence at destination is not situated above the second floor.
- There is nothing at the delivery residence which delays the delivery process or, in any way, interferes with or impedes this progress.

If any of these conditions are not met, our associate company, responsible for the servicing of your requirements at destination, will reserve the right to raise additional charges

(i.e. charges in excess of the basic contract price quoted by us).

Before committing yourself to the acceptance of any quotation, make quite certain that you have compared the total cost involved **INCLUDING** insurance.

To do this you will need to estimate your insurance value (refer to the 'Insurance Protection' section of this guide), calculate the cost of insurance and add the cost of insurance to the price quoted for the residence to residence shipment of your possessions.

e.g. Basic contract price (residence to residence)	R15 000,00
Insurance value : R100 000,00 at 3,5%	<u>3 500,00</u>
<b>TOTAL</b>	<b>R18 500,00</b>

Having done this exercise, you are now in a position to compare competitive quotations on a **MEANINGFUL BASIS**.

Value in the international removal industry can only be guaranteed by those with trained people, many years of experience, a worldwide network of agents and - above all - a passion for excellence - all of which have gone into establishing the reputation enjoyed by **ELLIOTT INTERNATIONAL**.

### THE PRE-MOVE SURVEY

You should contact the nearest office of **ELLIOTT INTERNATIONAL** (our telephone numbers appear at the back of this guide) at least two months before your anticipated date of removal. The earlier you do this the better but we are ready to help you even if you find it necessary, due to unforeseen circumstances to contact us at the last minute. When you contact us we shall arrange for one of our Sales Executives to visit you to undertake a pre-move survey. This is an important stage in preparing and pre-planning for a successful overseas move.

Depending on the volume of the consignment and the complexities of the move, at least one to two hours should be allowed for the pre-move survey. It is unwise to rush through this important meeting.

Our Sales Executive will usually begin by taking down, in as much detail as possible, a list of the items to be included in the shipment. Notice how we physically measure the larger items! Volume costs money and we simply don't believe in taking chances! After completion of the survey, our Sales Executive will carefully discuss in detail each aspect of your move by referring to our special **ELLIOTT CHECK LIST**. We try not to miss out on any important matter requiring your attention but, if we do, it should be covered by this guide.

### THE SURVEY LIST

Either on completion of the pre-move survey or with our written removal quotation, you will receive the original of our survey list. This is an important document as it is on the items appearing on the survey list that our quotation will be based. It is therefore of the greatest importance that you examine this document with the utmost care to ensure each and every item to be included in the shipment appears on the survey list. The inclusion in the consignment of items which are not recorded on the survey list may result in extra charges.

In order to avoid unexpected increases in the original quotation, please consult us **BEFORE** including items which are not recorded on the survey list.

As any change to the original list may involve a revised quotation from us, we ask you please not to enter into discussions or negotiations on this subject with our packing team.

If at the time of the pre-move survey you are undecided as to what you will be including in the shipment or if there are items which you still intend purchasing, we may only be able to give you an **ESTIMATE** of the price - not a firm quotation - in which case a second pre-move survey may be necessary when all items are available for us to view and measure.

If you would like us to provide alternative prices, including and excluding certain items, we are more than happy to oblige but do remember that the unit price increases as the volume decreases (i.e. you pay more per cubic metre for 5 cubic metres than you do for 30 cubic metres).

### FOREIGN EXCHANGE CONTROL

Provision is made by the South African Reserve Bank for household and personal effects based on prescribed allowances to be removed from the Republic of South Africa.

An emigrant wishing to exceed the allowances prescribed by the Reserve Bank may apply to the Reserve Bank for permission to export a higher value. In this regard you should consult the Foreign Exchange Department of your commercial bank.

If a motor vehicle is to be shipped, this should be at least one year old, although special permission may be sought through the Reserve Bank for the shipment of a motor vehicle under one year old. For customs clearance in certain overseas countries, it is necessary to provide proof of ownership and proof that the vehicle has been fully paid for.

If the vehicle was purchased through a financial institution and payment has been finalised, a letter to this effect should be obtained from the institution concerned.

Whilst making mention of documents required for customs clearance in the country of destination, please remember it is most important for you to keep all such documents in your possession and not to pack these with the consignment to be shipped. The same applies to your passports and travel documents.

### NEP BANK FORM

Prior to shipment from the Republic of South Africa of any household consignment or motor car - either by sea or air - we must be in possession of a Bank Form N E P completed by you and endorsed by your Commercial Bank.

If there is an air shipment, in addition to a shipment by sea, two separate NEP forms - one for the air and one for the surface shipment - are required. Also, if there is a motor vehicle to be included for shipment, please provide a separate NEP form for the motor vehicle.

Please refer to Addendum A (at the end of this booklet) for a guide on the correct completion of the bank form N E P (Addendum B).

It is necessary to provide written confirmation from the Receiver of Revenue that all your tax commitments have been met or that suitable arrangements have been made to liquidate any obligations of this nature. Your commercial bank will, when necessary, require that such confirmation be attached to Form MP 336, which is the document required for completion by your bank in respect of emigration from South Africa.

### VALUE ADDED TAX (VAT)

For any international move (i.e. to and from South Africa), value added tax (VAT) is zero-rated. This means no charge is raised for VAT.

When an intended international move is cancelled after a consignment has been uplifted (i.e. after commencement of the move) and/or a quotation covering an international move is converted to a domestic move, the zero-rated VAT is no longer applicable and VAT at the current rate is payable.

### PAYMENT

It is quite normal for removal companies - not only in South Africa but all around the world - to ask for payment prior to the move taking place.

We urge you to read our conditions of contract which set out, in more detail, the required terms of payment. On the other hand, if you are likely to require our services on a regular basis, you may apply for credit terms based strictly on the understanding that payment is made to us on presentation to you of our invoice.

### CARGO DUES

Excluded from any quotation for shipment by sea is the cost of cargo dues, which is a charge payable to the RSA Government based on services rendered by the port authorities at origin.

This charge is not applicable to an air shipment.

## PACKING

Packing in preparation for shipment is normally undertaken at the residence. This is specialised work requiring the skill and patience of highly trained and experienced craftsmen. For the contents of an entire household, the packing may take a number of days. Each item of furniture is wrapped and cushioned to minimise the risk of marking, scratching or abrasion and china, glassware and other small items are carefully wrapped and packed into cartons.

Any cartons which are handed over to us already packed will not be repacked by our packing team unless we are specifically requested to do so. Please note that the onus is on you to instruct our packing team to repack any cartons which you require to be packed by us and to ensure this is done.

Because volume has a significant bearing on the shipping charges, where it is possible and safe to do so, the empty space in chests of drawers and in cabinets and the space on seats of chairs and settees and between legs of tables may be used by our packers for the packing of softer and lighter items such as pillows, linen, clothing, duvets, etc. This space is taken into account by our Sales Executive when calculating the estimated volume of the consignment so you should not (prior to consultation with us) include extra small items on the assumption that these will be accommodated within the volume on which our quotation has been calculated.

If you are informed that all your possessions may not fit into the shipping container or if our quotation is based on a volume which will be accommodated in the shipping container, please understand that it is incumbent upon you to arrange with our packing supervisor for the items to be loaded into the shipping container in your order of priority.

When planning your move, try to schedule the packing in the middle of the month (i.e. between the 5th and 24th day) because traditionally the demand for our services reaches a peak at the end and the beginning of each month. We pride ourselves on our consistently high standard of service but we have to admit that the smaller demand in the mid-month period often provides an extra special edge to our service.

Important papers (e.g. passports, air tickets, travellers cheques etc.), along with any other items to accompany you, and items which are not to be included for overseas shipment, should be kept away from the packers because, unless this is done, our packers may pack these with your other possessions. Among the items to be kept away from the packers are :-

- *Passports*
- *Air tickets*
- *Driver's licences*
- *Travellers cheques*
- *Customs clearance documents*
- *Items for separate shipment by air*
- *Baggage which is to accompany you and your family*
- *Items which are not to be included for shipment*

## SCHEDULING OF THE PACKING

PLEASE NOTE CAREFULLY THAT OUR QUOTATIONS ARE SUBJECT TO THE AVAILABILITY OF OUR PEOPLE, VEHICLES AND EQUIPMENT ON THE PACKING DATES NOMINATED BY OUR CUSTOMER.

Whilst we will do everything we possibly can to provide an accurate idea of the time of commencement and completion of the packing, please do understand that any times are given as a guideline and cannot be guaranteed. It is important for us to advise that, due to unforeseen circumstances, there are occasions when the completion of packing on the day on which the consignment is uplifted may be accomplished later than anticipated. If, therefore, you have a prior commitment such as an aeroplane departure or a dinner engagement please do not hold us responsible if, due to delayed completion of the packing, you are prevented from arriving on time for your engagement.

## THE ELLIOTT PACKING TEAM

If anything is done by our people which does not meet your full approval please **IMMEDIATELY** contact one of our executives to report the matter so that steps are taken to handle everything in accordance with your requirements and with your full approval. Conversely, if we omit to do everything which you believe forms part of any agreement made between us, please **IMMEDIATELY** notify our office. Please in regard to such matters, make sure one of our executives is notified as the earlier he/she is involved the quicker we can ensure your requirements are satisfied. It is advisable, indeed almost essential, for the customer to be present at the time of packing in Southern Africa and at the time of delivery to your new residence in the country of destination. Unless it is quite impossible for you to be present, please do make yourself available for the **ELLIOTT** packing team and the delivering team in the country of destination because there are certain items, including the packing inventory, which will require your attention. Also certain information might be needed from you so that our people carry out the work in accordance with your detailed requirements.

Please do not enter into any negotiations or discussion with our packing team regarding additional items or exclusion of items and the resultant affect on our quotation. No member of our packing team is authorised, nor are they competent to address such issues, which must be referred to a responsible person in our office.

You are under no obligation to provide food for our packing team although some customers are kind enough to provide snacks, tea, coffee and/or refreshments which are greatly appreciated as the duties performed by our people are strenuous, to say the least.

## TIPPING

Tipping of members of our packing team is not expected - nor is it an obligation on the part of any customer - but, in line with modern trends, tips are paid when special service has been rendered. The level of tips varies according to the amount of work involved but, as a general rule, for the packing of an average sized home, an amount of between R30 and R50 per packer is paid.

## MONEY/CASH AND JEWELLERY

PLEASE DO NOT UNDER ANY CIRCUMSTANCES LEAVE VALUABLES INCLUDING MONEY, JEWELLERY ETC. LYING AROUND. LOSS OF SUCH ITEMS INVARIABLY CREATES CONFLICT WHICH WE WOULD LIKE TO TRY AND AVOID. UNDER NO CIRCUMSTANCES WILL WE ACCEPT RESPONSIBILITY IF ANY SUCH ITEMS ARE LOST DURING THE COURSE OF A MOVE.

## UNUSUAL ITEMS

For any small items of extraordinary or sentimental value (e.g. silverware, family heirlooms, photograph albums etc.) we provide a special service for additional security. At a nominal extra charge to cover the additional cost involved we will make available a metal trunk with a lock, which will be packed by our international supervisor, locked and sealed under your personal supervision. For this procedure to provide for you the peace of mind to which we believe you are entitled, it is essential that the items of special value to be packed into the trunk/s are packed **IN YOUR PRESENCE**. Please remember to ask for this special **ELLIOTT EXTRA**, which is not automatically provided.

If you intend including in your shipment items such as liquor, fire-arms, weapons, foodstuffs and animal products of any kind (including horns, skins, ivory etc.) please consult us beforehand so that we may guide you on special requirements of the authorities, both in South Africa and your country of destination.

Please do not, under any circumstances, include live ammunition, explosives or inflammable materials, liquids which are liable to leakage, money, bank notes and jewellery in your consignment.

## KEYS

Keys, if left in chests, cupboards, wardrobes etc., might go astray or be damaged or even cause damage to other items included in the consignment. Keys must therefore be carefully marked with tags for ease of identification and retained by the customer. Please understand that this is very important and should not be left to the last minute. **ELLIOTT INTERNATIONAL** cannot and will not be held responsible for keys which may be lost or mislaid.

## THE INVENTORY

During the packing at your residence, our packing supervisor will compile our official inventory (in triplicate) and a copy of this will be handed to you.

This is an important document because it describes the items packed for shipment and reflects the total number of packages involved.

For obvious reason, it is impossible to describe on the inventory each and every item packed by us into cartons. You will, therefore, find that the inventory will reflect a rough description of the contents of cartons (i.e. linen, books etc.). In addition, with the description of contents, will be reflected the room from which the contents originated. This will enable the delivery crew of our agent at the point of destination to place items in the correct rooms in you new home.

**PLEASE DO UNDERSTAND THAT WE CANNOT BE HELD RESPONSIBLE FOR ANY ITEM OR PACKAGE WHICH IS NOT RECORDED ON THE INVENTORY**

For customs clearance in the country of destination, you will need to produce a copy of the inventory.

#### DISMANTLING AND ASSEMBLING OF FURNITURE, UNITS, ITEMS, ETC.

The dismantling for transportation and the assembling after delivery of items which have been dismantled will be done by our people on the strict understanding that such work does not require the involvement of a specialised carpenter and/or require complicated carpentry and/or unusual tools and/or workmanship. The involvement of a carpenter, electrician, plumber or other such specialised craftsmanship and/or the assembling of an item which has not been dismantled by our own people and requires complicated assembling, may incur additional charges.

#### METHOD OF SHIPMENT

Usually, household and personal effects moved overseas from South Africa are shipped by sea. There are several alternative methods of shipment and alternative shipping lines and routings which may be used to good advantage. In the following section of this guide we will try to outline some of the important alternatives.

##### a) CONTAINERS

Shipping containers are made available by shipping lines serving most destinations from South Africa. The cost of using a shipping container is built into the cost of ocean freight charged by the shipping line.

There are three sizes of containers :

- 6 metre (20 foot) container which has an approximate volume of 30 cubic metres (1 060 cubic feet).
- 12 metre (40 foot) container which has an approximate volume of 63 cubic metres (2 220 cubic feet).
- 12 metre high cube (40 foot) container which has an approximate volume of 70 cubic metres (2 470 cubic feet).

##### b) FULL CONTAINER LOADS (EXCLUSIVE USE OF A CONTAINER (FCL))

This is the ideal way in which to move your possessions because, normally, when a customer decides in favour of the exclusive use of a container, everything is loaded into the container at your residence in South Africa and there is an extra feeling of security as you can actually witness the items being loaded into the container, which is then sealed and padlocked at your residence.

One of the main advantages of choosing the exclusive use of a container lies in the fact that the scheduling of your own container, with certain reservations, may be done according to your requirements. On the other hand, by sharing a container (refer to point (c) in this section), delays often do occur.

If storage in South Africa is required, unless you are prepared to pay, in addition to the normal cost of storage, for the high rental of the container, your possessions cannot be loaded into the container at your existing residence. These will be loaded into our own pallet box storage containers and will be stored in those containers until such time as shipment is required, when your possessions will be unloaded from our own storage containers and loaded into the shipping container at our warehouse. The same procedure applies if storage is required at destination, when our overseas agent will unload the contents of the container into their warehouse for storage until such time as delivery is required, when the consignment will be delivered in one of their moving vans to your residence or destination.

If storage is likely to be involved, please also refer to point (e) of this section, entitled Modules/Sleeves .

Please note carefully that, if storage is required and it is your specific wish to have your possessions stored **IN THE CONTAINER**, extra charges for container rental will be levied by the shipping line.

Bear in mind that as the container is moved on a trailer, the deck of which is some distance above ground level, it is not possible to load a motor vehicle into the container at your residence. This means a motor vehicle, if to be included for shipment, must be driven to our warehouse where it can be loaded into the container at ground level.

Please understand that your own exclusive use of a container will not prevent Customs, either in South Africa or in the country of your destination, if they feel the need to do so, from breaking the seal and the lock in order to examine your possessions. Customs are entitled to do this without your authority.

When we are uncertain as to whether all your possessions will be accommodated in a shipping container or, if it is your desire to pay for shipment of only what can be accommodated in a container, we will provide you with a quotation based on what can be accommodated in a container . Please do bear in mind, when this is done, extra charges will be raised if there is any overflow (i.e. if you require shipment of the overflow).

In the case of such a quotation (i.e. a quotation based on what can be accommodated in a container ), please understand quite clearly that there can be no dispute afterwards regarding the amount of space utilised by us in packing your possessions. Obviously, our people will do the best they can, bearing in mind the need to protect your possessions against the risk of damage, to fit as much as possible in the container.

On the other hand, as per our Contract Conditions, unless it has been specifically agreed by us in writing, we have the full right to choose the mode or method of packing. Accordingly, after the packing has been done, no complaint will be accepted by us regarding the space utilisation in the packing of your possessions and the loading of the container.

**ALSO, WHEN OUR QUOTATION IS "BASED ON WHAT CAN BE ACCOMMODATED IN A CONTAINER" IT BECOMES ABSOLUTELY ESSENTIAL FOR YOU TO BE PRESENT AS THE CONTAINER IS LOADED AND FOR YOUR PERSONAL INVOLVEMENT IN PRIORITISING THE ORDER OF LOADING.**

After the Sales Executive has undertaken the pre-move survey at your residence, we will be in a position to guide you on whether or not it is advisable for you to elect the exclusive use of a container. For destinations to which we have no groupage service (refer to the following section), the only alternative to the exclusive use of your own container, is the use of liftvans which is recorded under item(d) of this section guide.

#### c) GROUPAGE SERVICE

The alternative to a full container load is the **GROUPAGE SERVICE** which **ELLIOTT INTERNATIONAL** makes available to the following destinations:

Australia	Germany	Romania
Austria	Hungary	Scandinavian Countries
Belgium	Italy	Spain
Bulgaria	Luxembourg	Switzerland
Canada	The Netherlands	United Kingdom
Czech Republic	Poland	United States of America
France	Portugal	

For those customers with less than a container load, our groupage service is made available, which means that your consignment, along with the household possessions of other emigrants moving to the same destination, are loaded or grouped together in the container. Also if you do have enough to fill a container and there is an overflow we can arrange to include the overflow in a groupage container. The main disadvantage of groupage or the shared use of a container is the fact that shipping and delivery dates **CANNOT BE GUARANTEED** but, because **ELLIOTT INTERNATIONAL** is one of the largest international moving organisations, we are normally in a position to deliver a groupage shipment sooner than others in our industry. Please do remember, however, that a quotation based on groupage is **SUBJECT TO SHIPMENT WHEN THERE IS SUFFICIENT VOLUME TO FILL A GROUPAGE CONTAINER** and circumstances, for which we cannot under any circumstances be held liable, may change dramatically from time to time.

**PLEASE UNDERSTAND CLEARLY THAT, WHEN ANY TRANSIT TIME MIGHT BE PROVIDED FOR A GROUPAGE SHIPMENT, THIS IS GIVEN PURELY AS A GUIDE AND NO LIABILITY OF ANY KIND OR COMPLAINT WILL BE ACCEPTED BY US IF THE TRANSIT TIME GIVEN TO YOU IS EXTENDED, BY NO MATTER HOW LONG. THIS IS VERY IMPORTANT.**

#### d) LIFTVANS AND/OR BREAKBULK CARGO

For consignments to destinations which are not serviced by container vessels or for consignments which are too small to be economically containerised to destinations to which there is no groupage service, it is necessary for the consignment to be loaded into specially designed and constructed liftvans. This liftvan or wooden case will contain only **YOUR** consignment, which means the advantage of immediate shipment, without waiting for other consignments to make up a groupage container load. The problem, however, is that liftvans built to suit your specific requirements are expensive to manufacture. Also the freight rates for liftvans are much higher per cubic metre than the rates applied to the shipment of containers and this liftvan service does not extend to all countries.

#### e) MODULES/SLEEVES

This is an additional specialised service provided by **ELLIOTT INTERNATIONAL** for customers with consignments comprising antiques, high value articles and items of great sentimental value. It is also worth considering the additional cost of this special service when storage is required, whether at origin or at destination.

By using modules or sleeves (specially constructed wooden liftvans or cases) for the shipment of your consignment, each item is loaded **AT YOUR RESIDENCE** into the modules, which are constructed and designed to accommodate your entire consignment. At the time of shipment, the modules loaded up with your possessions, are carefully loaded into a shipping container or more than one shipping container at our warehouse. At the warehouse of our agent in the country of destination, the modules are then carefully removed from the shipping container/s and when delivery is required, the modules are delivered **TO YOUR RESIDENCE** where the contents are removed (subject to any customs requirements) without any additional handling en route, unless a physical examination is called for by the authorities.

You will appreciate the advantage of using modules when storage is involved because this will eliminate the additional item by item handling of the consignment into and out of the warehouse. For unusually high value consignments, even if storage is not involved, this modular system is recommended but it does **GREATLY** increase the cost of shipment.

#### LOADING OF CONTAINERS AND/OR LIFTVANS

When it is possible, practical and advisable to do so, **IF YOU HAVE THE EXCLUSIVE USE OF A SHIPPING CONTAINER**, your possessions will be loaded directly into the container at your residence and delivered in the container to your residence at destination.

Your possessions will **NOT** be loaded into the **SHIPPING CONTAINER** at your residence in the event of:

- *Groupage (shared use) of the shipping container.*
- *Difficulty for us gaining access to within a reasonable distance from your residence*
- *Storage (unless you are prepared to pay for heavy container demurrage charged by the shipping line, in which case you must provide instructions to us verbally and in writing to the effect that your possessions are to be retained in the container).\**

\* Should this be your requirement, please ensure that we are given this instruction verbally and in writing.

In some countries (e.g. Australia), customs and/or health/quarantine authorities insist that the contents of containers are unloaded and inspected at the warehouse of our agent. Such charges raised by customs or health/quarantine authorities are normally excluded from our quotation.

#### OCEAN CARRIERS/SHIPPING LINES

It is to be emphasized that the schedule of ocean carriers/shipping lines may change without notification and, therefore, any shipping schedule or delivery date which might have been advised by us may be changed with little or no notification.

## SCHEDULING OF SHIPMENT

Please note that, whilst we will do everything possible to meet your requirements regarding the scheduling of the arrival of your shipment in the country of destination, we have no control over the schedules of the shipping lines and/or work stoppages (strikes) at ports, either in South Africa or in the country of destination. Shipping schedules are disrupted often without any notification to us, by inclement weather, technical problems experienced by the vessel, work stoppages, labour disputes etc. It must, therefore, be emphasised that, neither **ELLIOTT INTERNATIONAL** nor the insurers will, for any reason whatsoever, accept liability or responsibility for the delayed arrival of your shipment or should this arrive sooner than anticipated.

If you do have a specific date in mind for the delivery of your consignment, please make sure a written schedule providing our **ESTIMATE** of the expected departure date from the South African port of departure and arrival date at the port of entry in the country of your destination, is submitted to you. On the other hand, it must be **EMPHASISED** that we will not accept responsibility for any subsequent changes to any schedule which is given to you, verbally or in writing.

We cannot be held liable or responsible in any way for a delay in shipment and / or delivery caused by the requirements of customs either at the point of origin or at destination. For example, certain countries require that you are present before arrival of your shipment and, unless we are instructed specifically to delay shipment (in which case storage and related charges will be raised), the assumption will be made that you will be present and / or available in the country of destination for the necessary customs clearance formalities.

## AIRFREIGHT

The cost of airfreight is normally very much higher than the cost of sea freight but, the additional cost should be compared with the cost of hotel accommodation for your family if you are not staying free of charge with friends or relatives when you arrive overseas. You may find it is more economical to ship your entire household by air. Please ask us for the comparative prices if you are likely to incur heavy accommodation expenses.

For an air shipment, a separate N E P Bank Form is required.

## AIRFREIGHT AND UNACCOMPANIED BAGGAGE BY AIR

Although the cost of airfreight is normally very much higher than the cost of sea freight, consideration must be given to additional clothing and other personal items which may be required immediately on arrival in your country of destination - items which cannot be accommodated in the baggage allowance made available by the airline.

Airlines levy exorbitant charges for excess baggage (i.e. weight in excess of the normal allowance) and it is therefore advisable to airfreight items in excess of the allowance.

Airlines offer unaccompanied baggage services for travellers to certain destinations. Such baggage must be delivered to the airline at the airport of departure **PRIOR** to your date of departure and, as proof of your journey, the airline will insist on sight of your airline ticket.

Baggage handed to the airline in this manner will often travel on your same aircraft although this is not guaranteed. In any event the baggage should be at your destination within a few days of your arrival and may actually be there before you.

If you should choose to handle this without our assistance do remember, on arrival at the overseas point, to collect your unaccompanied baggage. On the other hand **ELLIOTT INTERNATIONAL** is more than happy to handle this for you and to arrange for our agent at the destination point to effect customs clearance and delivery from the airport in accordance with your requirements.

The airfreight rates for unaccompanied baggage to certain destinations are 50% of normal International Air Transport Association (IATA) rates for personal effects. This may sound like the bargain of a lifetime, but it is worth investigation in a little more detail. The IATA published rates are very high and often bear little resemblance to much lower rates which are made available via the consolidation services of **ELLIOTT INTERNATIONAL**. We are able, in liaison with our agents, to provide these low rates by buying space in bulk from airlines and operating airfreight groupage (consolidation services) at very competitive rates. Please, however, do understand that these special rates will extend the transit time by as much as 7 to 14 days.

The actual weight of an airfreight consignment may not be the weight on which the airfreight is calculated. The formula applied is complicated but, for the sake of those who wish to do the calculations, the formula is as follows:

- (a) *Estimate the PACKED volume of the consignment in cubic metres.*
- (b) *Bring the volume in (a) to cubic decimetres by multiplying by 1 000.*
- (c) *Divide the volume in (b) by 6 to arrive at the volumetric weight of the consignment.*  
*e.g. For an estimated volume of 3 cubic metres:*

$$\frac{3 \times 1000}{6} = 500 \text{ kg}$$

- (d) *Apply the higher of the actual weight or the volumetric weight to arrive at the CHARGEABLE AIRFREIGHT WEIGHT.*

In order to provide an accurate price for the air shipment of unaccompanied baggage it is essential we know precisely what items are to be sent by air. Unless this is known we may only provide a **VERY** rough idea based, for example, on a specific number of suitcases.

## INSURANCE PROTECTION

The very nature of household furniture and effects, with the many varying shapes and sizes, provides **INHERENT RISKS** which, despite the care and attention devoted by our people to the handling of our customers possessions, cannot be eliminated. **THERE IS NOT ONE REMOVAL ORGANISATION ANYWHERE IN THE WORLD WHICH HAS FOUND A SUCCESSFUL FORMULA FOR THE ELIMINATION OF THE RISK OF DAMAGE.**

**ELLIOTT** is proud of the reputation we have established for our superior service but, even we have to admit that damage does sometimes occur. Because of this, it is standard practice, not only in South Africa but also in most other countries, to offer, at additional cost, the facility of insurance protection.

This means that, within the terms and conditions laid down by our insurers (terms and conditions which we believe provide wider and more comprehensive coverage than any competitive insurance policy), on payment to us of the appropriate premium, you will have your consignment shipped with so much greater peace of mind.

Please make sure that any insurance policy offered to you provides **ALL-RISK** cover including cover against marking, denting, scratching and abrasion. The cover made available by **ELLIOTT** does include these risks.

On payment of the appropriate **ADDITIONAL** premium, the **ELLIOTT** insurance cover also provides protection against mechanical derangement which means that if, on delivery, the motor of any domestic or kitchen appliance is not working, the insurance company will have the motor repaired or replaced. Mechanical derangement cover is only included if specific written instructions are received by us from you and does not include musical instruments, computers, personal computers, electronic gadgets and any machinery or items which do not constitute normal household and/or kitchen appliances.

Items for which cover is **EXCLUDED** are jewellery, watches, Persian carpets, currency, money, negotiable bonds, documents, precious stones, securities, stamp or coin collections and articles of a similar nature.

There is limited cover and special exclusions apply to any items which are not professionally packed (i.e. which are not packed by **ELLIOTT**).

It is necessary for you to fill in an insurance proposal form (application for insurance) and to make sure this is in our possession **PRIOR TO COMMENCEMENT OF THE MOVE**. If you would prefer to compile your own valuated inventory you may do so but it will still be necessary for you to sign the official insurance proposal form and to refer on this to your own valuated inventory which must be attached.

Please make sure that each and every item to be shipped, including books, linen, clothing and other such small items, is valued for insurance purposes.

**WHEN APPLYING THE DETAILED VALUATIONS PLEASE CAREFULLY BEAR IN MIND THAT THE VALUES SHOULD BE BASED ON REPLACEMENT IN THE COUNTRY OF DESTINATION.** With the relatively low value of the Rand against

all major world currencies the local Rand Equivalent must be multiplied by three and sometimes more in order, in the event of a claim, to receive full protection.

If you require this, we provide for you the additional facility of insuring the shipping charges, which means that, in the event of total loss, you will re-imbursed the shipping charges in addition to any other insurance settlement. Remember to fill in the shipping charges in the appropriate space on the insurance proposal form.

**IT MUST BE EMPHASISED THAT, UNLESS INSURANCE COVER IS ARRANGED BY YOU PREFERABLY THROUGH OUR INSURERS OR THROUGH ANY OTHER RECOGNISED INSURANCE UNDERWRITER, YOU WILL RECEIVE NO COMPENSATION IN THE EVENT OF ANY CLAIM ARISING FROM FIRE, BURGLARY OR FLOODS. ADDITIONALLY, OUR LIABILITY IN RESPECT OF ANY OTHER CLAIM IS STRICTLY LIMITED IN ACCORDANCE WITH CLAUSE 10 OF OUR CONTRACT CONDITIONS.**

In the event of storage, whether in South Africa or overseas, arrangements can be made for extension of the policy to cover the consignment during the period of storage. It is then incumbent upon you to notify us or our overseas agent and, on payment of the appropriate additional extension premium, your insurance cover will be extended for the period of storage. Failure to do this could invalidate any subsequent claim lodged by you.

Before comparing any removal price, it is important to compare insurance rates. You will see from our quotation that alternative premiums are quoted based on the application of different excesses or deductibles. An excess (deductible) is the amount borne by you in the event of a claim. For example, if you should elect to bear a R500 excess, a claim from you of R625 will entitle you to settlement of only R125. Please remember to nominate clearly on the insurance proposal form the excess (deductible) which you wish to be applied.

## INSURANCE CLAIMS

Under the **ELLIOTT** insurance protection you have a very generous period of 45 days after delivery in which to record your intention to claim and, after recording your intention to claim, you have a further 45 days in which to submit details of the claim together with vouchers and estimates covering the cost of repairs. Please make sure, if you do have a claim, that the claim is reported **IN WRITING** within 45 days of the delivery of your possessions.

We are of the firm belief our insurance protection is more comprehensive and wider in its coverage than any other marine insurance cover in South Africa.

## MEDICAL AND OTHER PERSONAL INSURANCES

In order to provide you with additional peace of mind and to assist in the period of orientation in your new country of residence, special insurance facilities providing cover for death, permanent total disability, medical expenses and baggage protection are made available by **ELLIOTT INTERNATIONAL**.

If you wish to avail yourself of this additional insurance protection, involving an additional charge, make sure you are in possession of the appropriate insurance coupon before you and/or your family depart from South Africa.

#### FOREIGN EXCHANGE RATES

Charges included in our removal quotation for sea freight and the delivery services rendered in the country of destination are payable by us in foreign currencies and our quotation will clearly reflect the applicable rates of exchange.

Subsequent fluctuations in the value of the Rand against any foreign currency involved in the transaction will result in an adjustment of the price which will depend upon any subsequent change in the rates of exchange. Such extra charges are only made known after shipment of the consignment.

Should you wish to make a fair comparison of our price with the price of any competitor, it is important to take into account the exchange rates applied in each case because, unless this is done, you may not be "comparing apples with apples"!

#### ELECTRICAL APPLIANCES

In the USA, Canada and certain other countries the voltage is different from the voltage in South Africa and, therefore, before including any electrical items in your shipment, you should check to ensure that electrical appliances will operate in the country to which you are moving.

Please make sure that any appliance such as a washing machine is effectively prepared for transit. In this regards you should consult the local suppliers or agent.

#### ANIMAL PRODUCTS (HIDES, SKINS, HORNS, IVORY, ETC.)

Environmentalists around the world have initiated the introduction of stringent requirements for the importation of animal products into many countries. These requirements vary from country to country and you must be in possession of the correct documentation both for exporting these products from South Africa and for their importation into the country to which you are moving. Our Sales Executive will be happy to guide you in this regard.

If you should include any animal products (no matter how small) in your consignment, it is our recommendation that these be clearly identified and loaded last into the container so that these are easily accessible to customs for an inspection should this be required. If you want us to apply this procedure accordingly, please inform us in writing prior to commencement of the packing and do ensure that our packers are reminded of this.

## FOODSTUFFS

Please note that many countries apply restrictions regarding the importation of foodstuffs. It is important that you make yourself fully aware of the regulations applicable to the importation of foodstuffs into the country to which you are moving.

## LEAKAGE

Under no circumstance will either **ELLIOTT INTERNATIONAL** or the insurers accept any liability for damage to items included in your consignment resulting from leakage of any kind. This includes leakage from washing machines, dishwashers, dryers, bottles, cans, tins, foodstuffs, detergents and any other liquids and oil or fuel from lawnmowers and any other equipment of this kind.

## LIQUOR

For the transportation from South Africa of liquor an export permit must be made available to us. We will willingly assist in obtaining this for you on payment of a small fee to cover our administrative expenses but, in order to do this, we will need from you a complete and detailed list of all liquor to be included in the shipment.

The importation of alcoholic beverages of any kind to a foreign country usually incurs payment of duty and/or taxes and often involves a physical inspection by customs. It is our recommendation that, if alcoholic beverages are to be included, complete details be declared to customs in the country to which you are moving and that the packages containing alcoholic beverages be clearly identified and loaded in such a way that they are easily accessible to customs for inspection.

**UNDER NO CIRCUMSTANCES WILL WE ACCEPT ANY LIABILITY FOR DUTIES AND TAXES RAISED IN RESPECT OF THE IMPORTATION OF ANY LIQUOR.**

Please let us know in writing if alcoholic beverages are to be included in your shipment and also liaise closely with our packers regarding the detailed identification and loading of the packages referred to in the previous paragraph.

Neither **ELLIOTT INTERNATIONAL** nor the insurers will accept any liability for deterioration in the quality of wine, howsoever caused.

It is important for us to draw your attention to the risks involved when including wine for shipment to countries involving regions through which your shipment might move where temperatures, especially in the winter months, could and/or will descend below freezing. In the event of wine and/or any other liquid which would freeze in temperatures below zero, the freezing of and/or leakage of the bottles, cans, containers etc. may result in damage to other items included in the consignment. Please note also that containers, on certain routes, move through tropical climates and regions involving extremely high temperatures which can cause deterioration of wine. Neither **ELLIOTT INTERNATIONAL** nor the insurers will accept liability for loss and/or damage resulting from any of these causes.

## NEW ITEMS

In certain countries there are strict regulations governing the importation of items which have not been owned and used for a specific period of time. Duty may be applied and you are advised to consult us in this regards. We will not accept any liability arising from this.

## STORAGE

The containerised storage system of **ELLIOTT** is the most modern and effective of its kind to be found anywhere in the world. The system was first introduced in the United States of America and senior executives of **ELLIOTT** have travelled - and continue to travel - overseas to ensure that the methods and systems employed by the organisation are in line with or better than those to be found anywhere in the world.

Our dust protective containerised storage reduces handling to the barest minimum. The more a consignment is handled, the greater becomes the risk of damage, which is why our containerised storage system provides extra special value for our customers.

If, for any reason, you are unable to accept or receive delivery of your possessions when these are tendered for delivery in the country of destination, our associate company in the country of destination will place the consignment into storage.

Please note that, if storage is involved, extra charges are raised for storage, warehouse handling (if applicable) any extra delivery involved in moving the consignment to or from the warehouse.

**YOU ARE REMINDED THAT, UNLESS INSURANCE IS ARRANGED, PREFERABLY THROUGH OUR INSURERS OR THROUGH YOUR OWN INSURERS, YOU WILL RECEIVE NO COMPENSATION FROM US IN THE EVENT OF FIRE, BURGLARY OR FLOODS WHILST ITEMS ARE HELD IN OUR STORE. ALSO, UNLESS INSURANCE IS ARRANGED, LIABILITY IN RESPECT OF ANY OTHER CLAIM IS LIMITED IN ACCORDANCE WITH CLAUSE 10 OF OUR CONTRACT CONDITIONS.**

If insurance is arranged through **ELLIOTT** it is essential, in the event of storage, for the insurance cover to be extended for the period of storage. Please note that it is incumbent upon you, in the event of storage, to issue written instructions, either to **ELLIOTT** or to the overseas associate of **ELLIOTT**, for the extension of the insurance cover for the period of storage. The additional cost incurred to cover the storage insurance premiums is payable to **ELLIOTT** or to the overseas associate of **ELLIOTT**.

Please understand it is dangerous to involve a different insurer for a period of storage because, if this is done, in the event of a claim, the onus will be on you to verify when and where the claim originated otherwise neither insurer may accept liability.

If only part of your consignment is to be moved abroad and part of the consignment is to remain in South Africa for

storage, please make sure that the items for storage and the items for overseas shipment are clearly identified and are correctly recorded on the separate inventories to be compiled by us. Under no circumstances will **ELLIOTT** accept any liability or responsibility if an item for storage is included in the overseas shipment or vice versa. As an additional service to our customers, on request, we will provide identification tags or stickers to be affixed by you to items identifying those which are to be shipped overseas and those which are to remain in storage in South Africa.

## MOTOR VEHICLES

Motor vehicles may only be loaded and unloaded from shipping containers at ground level. This means that the loading and unloading can only be done at our warehouse and **NOT** at your residence.

For all licensed motor vehicles, exported from the Republic of South Africa, a valid police clearance certificate must be produced by **ELLIOTT INTERNATIONAL** to the customs authorities at the time of shipment. You must be in possession of the requisite police clearance certificate before it is possible to secure an export permit. **ELLIOTT INTERNATIONAL** will obtain this export permit on your behalf for a small fee to cover our administrative expenses but, before doing so, we must have the following details covering the motor vehicle:

- *Surname and initials of the owner of the vehicle (i.e. the registered owner)*
- *Make and model*
- *Engine number*
- *Chassis/VIN number*
- *Colour*
- *Registration number*
- *Export value (i.e. the value declared by you on the N E P form)*
- *Registration certificate - original (will be handed back to you once the export permit is received).*

The export permit, the vehicle registration document, the identity document of the owner and a letter from **ELLIOTT INTERNATIONAL** confirming the vehicle is to be exported from South Africa are to be produced by the owner of the vehicle at the nearest appointed motor vehicle licensing authority in South Africa in order for them to issue the police clearance certificate.

In addition to the police clearance certificate, **ELLIOTT INTERNATIONAL** must be in possession of the bank form N E P, duly endorsed by your commercial bank, at least two weeks prior to shipment of the motor vehicle.

Shipment of motor vehicles to countries in North America and many other countries where stringent pollution and safety control regulations are effective should be most carefully considered. Please consult with us because the cost of requisite modification can be extremely expensive and, in certain instances, importation of vehicles which do not conform with the regulations may not be permitted.

A simple example of the type of stringent pollution control is the case of the United Kingdom, where it is prohibited to

import a motor vehicle which does not run on unleaded fuel.

We will under no circumstances accept liability for any modifications needed to meet legal requirements.

Before shipment of any motor vehicle to a foreign country, please ensure you are fully aware of the cost of import duty and taxes for which **ELLIOTT INTERNATIONAL** will not, under any circumstances, accept liability or responsibility.

Please do not, under any circumstances, valet the inside of any motor vehicle shortly before this is to be made ready by us for shipment overseas. This may not easily be understood by you but, after the inside of any motor vehicle has been cleaned, certain moisture, no matter how little, may remain. This moisture, if it is not completely dry before the motor vehicle is containerised for shipment, due to temperature changes within the container, may result in condensation with the resultant disastrous effects of mildew. Neither we nor our insurers will accept liability for this.

Please note that neither we nor our insurers will be held responsible for personal effects or items left in motorcars which have been entrusted to our care, either for transportation or storage reasons.

## PETS

The special relationship existing between the owners of pets and their pets is sincerely appreciated by the **ELLIOTT** organisation. If you believe that moving home is a tough experience, imagine what a traumatic experience this is for the pets! Accordingly, the most special care and attention is devoted by the **ELLIOTT** organisation to the travel arrangements for pets moved from South Africa to other parts of the world.

Much like children, pets become scared and anxious in unfamiliar surroundings and, whilst we cannot do anything to shorten the travel or transit time, there are ways to ensure greater comfort while travelling. Our shipping containers are designed to provide maximum safety, space and ventilation for the pets. The containers come in various sizes to accommodate airfreight height and weight requirements and for pets with unusual dimensions the container will be tailor-made to order.

It is recommended that you allow your pet to become accustomed to the shipping container a few days before travel. In order to achieve this, you can feed your pet in the container and maybe allow him/her to use it as a bed. A favourite blanket or toy left in the container for the duration of the trip may also provide additional comfort and a feeling of security.

Help will be provided with the veterinary documents which must be valid for travel. Equally important for families moving to the United Kingdom and other countries requiring periods of quarantine is the reservation of quarantine kennels.

We are in contact with specialists in this field who are geared to deal with every aspect of pet travel and who provide advice on requirements which vary from one country to another, but please remember that advance planning is essential.

As a general rule, in countries where quarantine regulations are not imposed, a rabies vaccination is required and its validity is effective after 30 days from the date of vaccination for a period of only one year. Also, immediately prior to

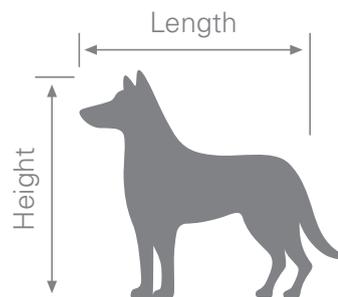
departure, a health certificate is required and the validity of this varies depending upon the country of destination. It is recommended that pets be accompanied by the valid inoculation certificates, whether or not these are required in the country of destination, as this will ensure the protection of your dog, cat or any pet.

Quarantine is imposed by island countries such as the United Kingdom (6 months), Australia and New Zealand (9 months), Hawaii (4 months), Hong Kong (6 months) and some other places for shorter periods. In the United States of America, most countries in Europe and in many other countries around the world, no quarantine regulations are imposed.

Where quarantine is required (e.g. United Kingdom) a rabies certificate is not needed as this inoculation will automatically be administered on arrival at the quarantine facility.

Airfreight costs are related directly to the size and not the weight of the pet as the cost of airfreight is based on the volume of the travel container.

A diagram of the way in which your pet should be measured to enable us to provide a price of air transportation is shown as follows:



#### OUR WORLD NETWORK

Executives of **ELLIOTT INTERNATIONAL** travel widely and continually to establish our agency relationship with the best international moving companies in practically every country of the world. Our agent in your country of destination is a member of our world network and we are proud to be associated with them.

In many countries your arrival at destination after the arrival of your possessions may incur additional charges or even severe complications. Please consult with us in this regard.

Prior to your departure from South Africa please make sure you know the name, telephone number and address of our agent in the country to which you are moving. **IMMEDIATELY ON YOUR ARRIVAL IN THAT COUNTRY PLEASE ESTABLISH CONTACT WITH THEM.**

Our agent will assist you with the customs clearance of your possessions and will arrange for delivery to your residence, unpacking and removal of the packing materials used to protect your possessions.

## CUSTOMS CLEARANCE

In most countries of the world, it is essential that the consignee (the owner) is present before arrival of the shipment in the country of destination. Customs formalities, filling in of documentation etc. must, in order to minimise the risk of incurring demurrage, be completed well in advance of the arrival of the shipment. If, for any reason, you are unlikely to be in the country of destination before arrival of your shipment, please consult with us **BEFORE** despatch of the consignment to enable us, if it is necessary to do so, to delay shipment, in which case storage and related charges will be incurred.

Please do make sure you know, understand and comply with the requirements of the customs authorities of the country to which you are moving. Some countries (e.g. France and Spain) demand that change of residence documentation is completed and approved by the embassy or consular representation in South Africa. Make absolutely certain that such documentation is among your **ACCOMPANIED** baggage and **NOT** packed with your possessions for shipment!

The prescribed period of ownership for the duty-free entry into a country of any item usually means period of usage in the country of origin. For example, if the prescribed period of ownership for the duty-free importation of a motor car is 12 months, this means that the motor car must have been registered in your name, owned and used by you for a minimum period of twelve months **BEFORE** the motor car is handed over to **ELLIOTT INTERNATIONAL** for shipment to the country of destination.

Please understand that Customs in any country of the world have the right to examine your consignment at any place or time of their choice. Whilst we will do everything to safeguard your interests, customs will have the final say as to whether or not a physical examination of your possessions will be required and where and when this will take place.

It is important for us to emphasise the need for accuracy in the completion of documents required by customs of the country to which you are moving. Any inaccuracy or mis-declaration - whether done purposefully or in error - may incur heavy penalties and/or prosecution.

Please note carefully that our quotation excludes charges for:-

- *Customs duty*
- *Taxes*
- *Extraneous customs fees (charges related to the payment of additional fees such as duty and/or taxes and charges raised for customs examination and/or incorrect declaration on customs documents).*

Under no circumstances will **ELLIOTT INTERNATIONAL** accept liability for demurrage, customs duty, taxes and extraneous customs fees which are charges which fall outside the scope of any quotation for the international transportation

of household possessions.

## DELIVERY

Should you have exclusive use of your own container and/or liftvans, where it is practical and possible to do so, and provided customs in the country of destination do not prevent us from doing so, your consignment will remain in the container and/or liftvans through to your residence in the country of destination.

Should you have chosen the shared use (groupage) of a shipping container, your consignment will be removed from the shipping container at the warehouse of our agent in the country of destination and will be delivered to you in a delivering van of our agent.

Where provision is made in our quotation for delivery and unpacking of your possessions, it is an obligation of our agent in the country of destination to place furniture in position in your new residence, to unwrap and uncrate items which have been wrapped and/or crated by ELLIOTT and to unpack cartons packed by ELLIOTT.

Please understand that our quotation provides for delivery at your destination residence with, what is known in our industry as reasonable access. This means that:

- *The delivering vehicle can park, without difficulty, within 40 metres of the entrance to the residence.*
- *Your residence at destination is not situated above the second floor.*
- *There is nothing at the delivery residence which delays the delivery process or, in any way, interferes with or impedes this process.*

If any of these conditions are not met, our associate company, responsible for the servicing of your requirements at destination, will reserve the right to raise additional charges (i.e. charges in excess of the basic contract prices quoted by us).

Please understand, however, that one of the difficulties involved in unpacking is that, as items are removed from cartons, these have to be placed somewhere and the members of the delivering team will not know into which cupboards, wardrobes, chests etc. items from cartons are to be placed. For this reason the unpacking process does NOT include the placing of items from cartons into cupboards, chests etc. In any event most customers prefer to do this in their own time at their leisure.

## COMPLETE RELOCATION SERVICE

ELLIOTT INTERNATIONAL specialises in the complete relocation of our customers. In addition to the moving of your household and personal possessions we will, on request, arrange for:

- **TRANSPORTATION OF YOUR MOTOR VEHICLE/S**
- **PET TRAVEL**
- **BOOKING OF YOUR HOTEL ACCOMMODATION**
- **CAR HIRE**
- **ANY OTHER SERVICES RELATED TO YOUR OVERSEAS RELOCATION.**

#### ELLIOTT CUSTOMER PROTECTION GUARANTEE

The main objective of **ELLIOTT INTERNATIONAL** is to provide for you the best possible service in line with the reputation for excellence for which we have become so well known.

On the other hand, should you experience any difficulty with our services, under our **ELLIOTT CUSTOMER PROTECTION GUARANTEE**, you may call for the personal attention of the joint CEOs of **ELLIOTT INTERNATIONAL**, Charles Luyckx and Brad Barker, who will personally involve themselves in the matter. If they should be away, their Personal Assistant will act on their behalf.

#### ELLIOTT INTERNATIONAL

**ELLIOTT INTERNATIONAL** employs over 700 people in Johannesburg, Bloemfontein, Cape Town, Durban, East London, Nelspruit, Polokwane, Port Elizabeth, Pretoria, Richards Bay, Saldanha Bay, Francis Town (Botswana), Gaborone (Botswana), Lusaka (Zambia), Maputo (Mozambique), Matsapha (Swaziland), Kitwe (Zambia) and Dar-es-Salaam (Tanzania).

**ELLIOTT INTERNATIONAL** is a member of OMNI (Overseas Moving Network International) - the most important world international moving network comprising only the best moving organisations of the world. Membership of OMNI is a mark of excellence and of professional service.

**ELLIOTT INTERNATIONAL** is also proud to be a member in good standing and has been for many years, of the following national and international moving organisations :-

- **SAIMA**      *South African International Movers Association*
- **PMA**        *Professional Movers Association of South Africa*
- **FIDI**        *World Federation of International Furniture Removers*
- **AMSA**      *American Moving and Storage Association*
- **HHGFAA**   *Household Goods Forwarders Association of America*
- **CAM**        *Canadian Association of Movers*

## NATIONAL AND INTERNATIONAL RECOGNITION

It is with great pride that we have been honoured from South Africa, Belgium, the United Kingdom, the USA and Switzerland with numerous awards for service excellence and outstanding success in the field of international packing and moving. These awards must, surely, leave with you the indelible impression that, by choosing our company to handle your packing and shipping requirements, you will not be disappointed.

ELLIOTT has received the highest quality accolade in the world of international moving. This came in the form of  accreditation from FIDI in Brussels, Belgium. FIDI, the World Federation of International Movers, comprises 750 members from over 100 countries and represents the crème de la crème of the international moving industry worldwide.  provides for customers of ELLIOTT that extra peace of mind and we are pleased to offer to you this extra special feature of our organisation.

In 1999, ELLIOTT INTERNATIONAL achieved the pinnacle of success in the world of international moving when, after having undergone independent audits, the company achieved the following quality accreditations:

FIDI Accredited International Mover: 

ISO 9001:2008 certification: **ISO 9001:2008**   
CERTIFIED BY BVQI

ISO 14001 International Environmental Certification: **ISO 14001:2004**   
CERTIFIED BY BVQI

It should be emphasised that ELLIOTT is the only moving organisation in South Africa to have achieved ISO 9001:2008, ISO 14001:2004 and  certification.

We invite you to visit any one of our facilities in Southern Africa to experience the **VITALITY, COMMITMENT** and **ENTHUSIASM** which are the main ingredients in the successful formula which has produced for ELLIOTT INTERNATIONAL so many prestigious national and international awards.

We are here to assist you and we look forward to being of service to you.

## ADDENDUM A : COMPLETION OF THE FORM N E P

1. *South African Exchange Control Regulations make it necessary for anyone exporting household and personal effects, unaccompanied baggage or a privately owned motor vehicle, to complete Form N E P (Addendum B).*
2. *This form should be completed in triplicate and produced to your commercial bank if value exceeds R49 000 for their endorsement in the form of a rubber stamp and the signature of an authorised officer of the bank. If value does not exceed R49 000 this form does not need to be endorsed by your commercial bank.*
3. *The bank will usually retain one of these forms. Please send the other two to **ELLIOTT** because we will need these in order to arrange for the shipment of your possessions.*
4. *A separate NEP is required for each shipment (i.e. surface, air, motorcar etc.).*
5. *The completion of the document is very simple but the following explanations are intended to help you :*

**(a) NAME AND LOCAL ADDRESS OF OWNER**

*Print your full names and your residential address in South Africa.*

**(b) DESCRIPTION OF PARTICULARS OF GOODS**

*In the case of household and personal possessions insert the words "used household and personal effects".*

*In the case of a privately owned motor vehicle include a full description of the motor vehicle e.g. "One Volkswagen Golf Sedan motor car".*

**(c) INSURANCE VALUE**

*Insert the South African second-hand value of the consignment.*

**(d) SIGNATURE OF OWNER OF THE GOODS**

*Do not forget to sign the N E P and to insert the date in the space provided alongside your signature.*



## ADDENDUM C : OVERSEAS REMOVAL CHECK-LIST

For your convenience this check list is provided to help in the planning of your move :

### TWO MONTHS (OR EARLIER) PRIOR TO THE PACKING:

- Call **ELLIOTT** to arrange the pre-move survey
- Visit commercial bank to arrange exchange control formalities
- Check passports and arrange visas
- Work permit (if required)
- Innoculations (for yourself, your family and your pets)
- Book travel arrangements
- International driver's licence
- Arrange traveller's cheques
- Overseas banking arrangements
- Income tax formalities (finalise with the Receiver of Revenue)
- Book overseas accommodation

### PRE-MOVE SURVEY:

- Ask for a copy of the survey list
- Carefully check survey list
- Carefully read **ELLIOTT MOVES YOUR WORLD**

### INTERNATIONAL REMOVAL QUOTATION:

- Is price from residence to residence?
- Examine exclusions
- Compare insurance premiums
- Check foreign exchange rates affecting the quotation. Make certain that these are recorded in writing
- Establish on what basis the quotation has been presented. Make sure this has been done in accordance with your requirements.

#### PACKING SCHEDULE:

- Book packing dates. The sooner this is done the better chance there is of meeting your requirements.
- Immediately send signed and completed acceptance of the quotation to **ELLIOTT**.
- Make sure all items for inclusion in the shipment are packed, recorded on the inventory and removed from the residence.
- It is our responsibility to remove any packing debris and our delivery team is required to do this. Please make sure this is done.
- Examine the inventory, sign each page and retain the blue copy of this important document.
- Sign the worksheet and complete the **ELLIOTT QUALITY PERFORMANCE REPORT** describing your impression of our service.
- Switch off the electricity and lock all doors and windows.

#### PAYMENT

- Make sure that the account of **ELLIOTT** is settled before you leave South Africa or that an arrangement for settlement of the account has been made with **ELLIOTT**.

#### DOCUMENTS TO RETAIN:

- Check that the following documents are in your possession before departure from South Africa
  - *Insurance Certificates*
  - *Inventory (for most foreign countries you will need to produce a translation of this).*
  - *Vehicle condition report (if applicable)*
  - *Medical and other personal insurance policy.*

#### ON ARRIVAL IN COUNTRY OF DESTINATION:

- Immediately establish contact with the agent representing **ELLIOTT**.
- Arrange for completion and provision of necessary documentation.
- Provide the agent with correct delivery address and delivery instructions.
- If unpacking is required make a point of informing the **ELLIOTT** agent - preferably in writing.

### DELIVERY

- Check that all items recorded on the inventory are received.
- Ensure all packing materials are removed from your residence.

### DOCUMENTATION:

- Check to see that the following documentation has been completed and submitted to

### ELLIOTT:

	HOUSEHOLD	VEHICLE	LIQUOR	ANIMAL PRODUCTS	PETS
ELLIOTT acceptance of quotation	X	X			
N E P	X	X			
Insurance proposal form	X	X			
Police clearance		X			
Registration papers		X			
Export permit		X	X		X
Inoculation certificates					X

Should there be more than one shipment (either by sea or by air) additional copies of these documents are required.

### IMMEDIATELY PRIOR TO PACKING:

- Cancel all delivery services (e.g. milk, newspapers, etc.)
- Remove food from refrigerator and deep freeze and defrost these appliances. They should be allowed to dry with the doors open for at least 2 days.
- Empty fuel from lawnmower.
- Clean medicine cabinet and dispose of all unwanted drugs through your chemist.
- Collect laundry and dry-cleaning.
- Fix turntable of your stereo and secure the arm.
- Return items borrowed from friends and neighbours.
- Arrange for the care and transportation of your pets. Remember, they find moving home a most traumatic time.

**PACKING:**

- Be prepared for the arrival of the packers on the day/s of packing.
- Set aside special items of sentimental value to be packed in accordance with **ELLIOTT** special procedure.
- Make certain that all travel documents, including passport/s, air ticket/s etc. are kept away from the packers by placing these in a locked cupboard.
- Be sure to tell our men as soon as they arrive if they may not use your driveway to park our vehicle.

Notes:



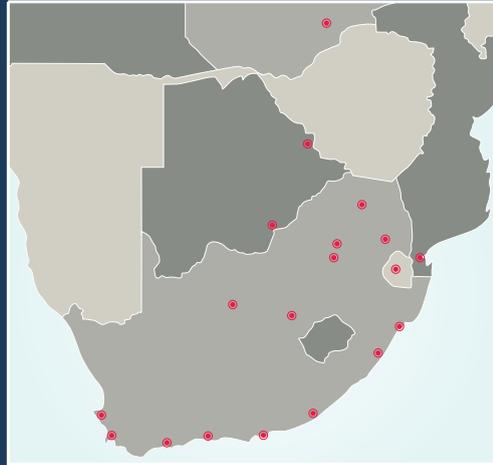
They are in fact right here in Johannesburg.  
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## ELLIOTT BRANCH NETWORK



**Johannesburg (Head Office)** ●  
PO Box 39389, Bramley 2018  
Tel: (011) 256-3000 Fax: (011) 256-3200  
e-mail: [elliott@elliott.co.za](mailto:elliott@elliott.co.za)

**Bloemfontein** ●  
PO Box 12876, Brandhof, 9324  
Tel: (051) 432-2512/3 Fax: (051) 432-2530  
e-mail: [bloemfontein@elliott.co.za](mailto:bloemfontein@elliott.co.za)

**Cape Town** ●  
PO Box 36737, Chempet 7442  
Tel: (021) 552-3183 Fax: (021) 551-1453  
e-mail: [capetown@elliott.co.za](mailto:capetown@elliott.co.za)

**Durban** ●  
PO Box 5966, Durban 4000  
Tel: (031) 579-9500 Fax: (031) 579-1667  
e-mail: [durban@elliott.co.za](mailto:durban@elliott.co.za)

**East London** ●  
PO Box 18, East London 5200  
Tel: (043) 745-1819 Fax: (043) 745-2332  
e-mail: [mail@afrovan.com](mailto:mail@afrovan.com)

**Garden Route** ●  
PO Box 2066, Mosselbay, 6500  
Tel: 082 056 1254 / (021) 552-3183  
e-mail: [gardenroute@elliott.co.za](mailto:gardenroute@elliott.co.za)

**Kimberley** ●  
PO Box 1446, Kimberley, 8300  
Tel: (053) 831-1350 Fax: (053) 831-1350  
e-mail: [kimberley@elliott.co.za](mailto:kimberley@elliott.co.za)

**Nelspruit** ●  
PO Box 19156, Pretoria West 0117  
Tel: (013) 741-2829 Fax: (013) 741-2829  
e-mail: [nelspruit@elliott.co.za](mailto:nelspruit@elliott.co.za)

**Polokwane** ●  
PO Box 2806, Polokwane 0700  
Tel: (015) 296-1513 Fax: (015) 296-1591  
e-mail: [polokwane@elliott.co.za](mailto:polokwane@elliott.co.za)

**Port Elizabeth** ●  
PO Box 61079, Bluewater Bay 6212  
Tel: (041) 461-1416 Fax: (041) 461-1141  
e-mail: [portelizabeth@elliott.co.za](mailto:portelizabeth@elliott.co.za)

**Pretoria** ●  
PO Box 19156, Pretoria West 0117  
Tel: (012) 379-5570 Fax: (012) 379-9567  
e-mail: [pretoria@elliott.co.za](mailto:pretoria@elliott.co.za)

**Richards Bay** ●  
PO Box 1335, Richards Bay 3900  
Tel: (035) 789-4251 Fax: (035) 789-5890  
e-mail: [richardsbay@elliott.co.za](mailto:richardsbay@elliott.co.za)

**Saldanha Bay** ●  
PO Box 466, Saldanha Bay 7395  
Tel: (022) 714-2197 Fax: (022) 714-2685  
e-mail: [saldanhabay@elliott.co.za](mailto:saldanhabay@elliott.co.za)

**Dar-es-Salaam (Tanzania)** ●  
PO Box 7895, Dar-es-Salaam, Tanzania  
Tel: +(255)22-277-1010 Fax: +(255)22 277-1015  
e-mail: [tanzania@elliott.co.za](mailto:tanzania@elliott.co.za)

**Francistown (Botswana)** ●  
PO Box 1329, Francistown, Botswana  
Tel: +(267) 214-260 Fax: +(267) 214-260  
e-mail: [francistown@elliott.co.bw](mailto:francistown@elliott.co.bw)

**Gaborone (Botswana)** ●  
PO Box 2044, Gaborone, Botswana  
Tel: +(267) 391-2531 Fax: +(267) 391-2726  
e-mail: [gaborone@elliott.co.bw](mailto:gaborone@elliott.co.bw)

**Kitwe (Zambia)** ●  
Postnet #399, Private Bag E891, Lusaka, Zambia  
Tel / Fax: +(260) 212 212-221  
e-mail: [elliottz@zamnet.zm](mailto:elliottz@zamnet.zm)

**Lusaka (Zambia)** ●  
Postnet 399  
Private Bag E 891, Lusaka, Zambia  
Tel: +(260) 966 737 820 Fax: +(260211) 24-3575  
e-mail: [elliottz@zamnet.zm](mailto:elliottz@zamnet.zm)

**Maputo (Mozambique)** ●  
Rua Joaquim Lapa, No 102  
1st Floor, Maputo, Mozambique  
Tel/Fax: +(258) 21-32-9058 Cell: +(258) 82-410-1894

**Matsapha (Swaziland)** ●  
PO Box 1628, Matsapha, Swaziland  
Tel: +(268) 518-4270 Fax: +(268) 518-4242  
e-mail: [swaziland@elliott.co.za](mailto:swaziland@elliott.co.za)