



***A Guide for International Shipping
Prepared By
Rainier Overseas Movers, Inc.***



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Rainier Overseas Movers' Mission Statement

Rainier Overseas Movers continually strives to offer its clients a cost-effective professional moving experience consistent with its ongoing commitment to excellence. This commitment begins with a client's first contact to our office and continues throughout the course of their move – our professional estimators, local dispatchers, moving crews, move coordinators, and customer service representatives work tirelessly together to ensure a smooth relocation and provide invaluable client support until everything has been safely delivered overseas.

All of our employees and subcontractors are handpicked and professionally trained to provide the highest quality household goods transportation services in the industry. Rainier's management team is imbued with a strong moral and ethical background and inspires Rainier employees to conduct their business in a manner that reflects these high standards. The entire Rainier staff is committed to satisfying and exceeding our clients' expectations. We sincerely hope you will have the opportunity to experience what has made Rainier a leader in our industry since 1979.



Choosing a Moving Company

Whether you are relocating for work, returning home, or simply moving overseas for a permanent or extended stay, you know that many important decisions and preparations must be made before you leave. Certainly, among the most important is choosing a reliable company to move your household goods. In considering moving companies, a proper evaluation should include the following criteria:

- ✓ ***Reputation of the Company***
- ✓ ***Experience with International Moving***
- ✓ ***Price***
- ✓ ***Quality of Services Provided***



Since 1979, Rainier Overseas has moved well over 100,000 families worldwide. Our nationwide network of movers, serving virtually every metropolitan area in the country, provide expert packing and crating services with a long history of successful shipments around the globe. The scope of our Door-to-Door services encompasses every detail of your move, including packing, pickup from your home in the US, inland and overseas transportation, customs clearance, and delivery to your home overseas. We are also marine insurance experts offering a variety of policies to best suit your needs. Rainier's staff and service providers are continuously evaluated to ensure that you receive honest and helpful information as well as close personal contact throughout the course of your move.

Ultimately, our goal at Rainier Overseas Movers is to alleviate as much as possible the stress and worries inherent in the moving process. This guide has been designed to answer many frequently asked questions as well as to provide a general overview of the entire shipping process. We hope you find this information enlightening and useful, and we look forward to helping to make your overseas relocation successful and trouble-free.



Getting an Estimate

The first step in choosing a company to handle your international move is obtaining an in-home estimate. This service is free of charge and involves a professional estimator coming to your home to see what you intend to move and calculating the approximate volume of your shipment. Because rates are largely based on a shipment's size, an estimate allows a shipping company to give you their best pricing which, in turn, gives you an idea of how much money you can expect to spend. Furthermore, it lets the moving company know how they can best prepare for your particular move, which will enable them to handle the future job as efficiently and professionally as possible.

To set up an estimate with Rainier, please call our toll free number – 1-800-426-9928 - and provide us with:

- ❖ ***Your full name***
- ❖ ***Your home address or address where your goods are stored***
- ❖ ***Your best contact phone numbers and e-mail addresses***
- ❖ ***Your preferred dates and times to meet with one of our estimators***



On the date set, our estimator will come to your home to take a look at your goods and prepare a report using a standardized table of measurements which will then be sent to Rainier. All goods which are not currently at your home, but will be purchased or added later, should be mentioned so they can be included in this report.

Once the report is complete, a Rainier representative will contact you to review the results, discuss your options and costs and answer any questions you may have. Afterwards, a written confirmation will be sent to you.

Remember: The visual survey and estimate are free and involve no obligation on your part to utilize our services.



There are two ways to ship your goods overseas:

- *Liftvans – Better for smaller shipments (generally under 850 cubic feet)*
- *Containers – Better for larger shipments*



Liftvans

A liftvan is a plywood crate built specifically for international shipments. A standard liftvan is approximately 200 cubic feet (87" high x 87"x long x 48" wide), though liftvans can be made to fit any sized shipment.



Rates for liftvan shipments are generally based on the following factors:

- *Where you live in the U.S.*
- *The weight and volume of your shipment*
- *Where you live overseas*

Note: Unless otherwise noted, our minimum shipment size is 100 cubic feet.

Volume of your shipment, and therefore final charges, are determined based on the outside measurements of the liftvans.

If storage is needed either here in the US or at your final destination, Rainier can make arrangements for storage at very reasonable rates. Goods will remain in the liftvans while in storage and will not require additional handling.

Containers

If your shipment is large enough (generally somewhere between 600 -800 cubic feet depending on where you are moving), it may be more cost effective to ship in a container. Containers are large metal boxes that are loaded onto steamships for international transit. They come in the following sizes:





Container Sizes

<i>CONTAINER SIZE</i>	<i>20' Dry Standard</i>	<i>40' Dry Standard</i>	<i>40' Hi-Cube</i>
			
<i>INNER</i>	<i>Length: 5.97 meters 19'7"</i>	<i>Length:12.07 meters 39'7"</i>	<i>Length:12.07 meters 39'7"</i>
<i>DIMENSIONS</i>	<i>Height: 2.26 meters 7'5"</i>	<i>Height: 2.39 meters 7'10"</i>	<i>Height: 2.67 meters 8'10"</i>
	<i>Width: 2.34 meters 7'8"</i>	<i>Width: 2.34 meters 7'8"</i>	<i>Width: 2.34 meters 7'8"</i>
<i>CUBIC CAPACITY</i>	<i>31.1 cbm; 1100 cft</i>	<i>62.3 cbm; 2200 cft</i>	<i>70.8 cbm; 2500 cft</i>
<i>DOOR OPENING</i>	<i>Height: 2.159 meters 7'1"</i>	<i>Height: 2.29 meters 7'6"</i>	<i>Height: 2.59 meters 8'6"</i>
	<i>Width: 2.34 meters 7'8"</i>	<i>Width: 2.34 meters 7'8"</i>	<i>Width: 2.34 meters 7'8"</i>
<i>OUTER DIMENSIONS</i>	<i>Length: 6.096 meters 20'0"</i>	<i>Length:12.19 meters 40'0"</i>	<i>Length: 12.19 meters 40'0"</i>
	<i>Height: 2.438 meters 8'0"</i>	<i>Height: 2.59 meters 8'6"</i>	<i>Height: 2.896 meters 9'6"</i>
	<i>Width: 2.438 meters 8'0"</i>	<i>Width: 2.438 meters 8'0"</i>	<i>Width: 2.438 meters 8'0"</i>

**cbm = cubic meter; cft = cubic feet*

Rates for containers are usually quoted in flat amounts but may also vary a bit based on the actual weight and volume of your shipment – It is important to clarify this when you receive your quote.



Advantages to choosing containers vs. liftvans are:

- ✓ *The price per cubic foot will be less*
- ✓ *You will have more control over ports used*
- ✓ *Transit time will be quicker*

Note: The main disadvantage of containers is that of storage. Since the steamship lines own the containers, we cannot hold on to them for more than 3-7 days (depending on the steamship line) in either the US or overseas without incurring additional charges. If you are shipping a full container, you must be able to ship and receive your container right away. If storage is required, you will need to let us know in advance so we can evaluate your best options.



Types of Services

The rates you receive from Rainier will be for the services you request.

Door-to-Door rates will include all of the following:

- 1. Pre-packing and wrapping furniture at your home***
- 2. Pick up from your home***
- 3. Packing into liftvans (for less than container shipments)***
- 4. Consolidation prior to shipping***
- 5. Loading goods into a steamship container***
- 6. Delivery to port***
- 7. Payment of all ocean freight charges***
- 8. Customs clearance at destination (excluding port taxes & duties if applicable)***
- 9. Delivery to residence (normal access)***

Door-to-Port rates include items 1-7

Warehouse-to-Door rates (household goods are brought to our agent's warehouse) include items 3-9

Warehouse-to-Port rates include items 3-7.

Note: When obtaining rates from a freight forwarding company, it is extremely important to find out what the rates do not include, as you will sometimes be surprised by hidden costs.

At Rainier, our rates are straightforward and include everything as already outlined above. There are, however, some costs which these rates will not include. They are as follows:



- ✓ *Insurance, which is billed separately based on a percentage of the value of your shipment as declared by you.*
- ✓ *Duties (if applicable)*
- ✓ *Extra services – Stair carries, long carries (more than 75 feet from truck to entry door of residence), special documents if needed, hoisting, outside elevator, shuttles, parking permit, piano handling, furniture reassembly, carpenter services, storage and demurrage).*

Generally, Rainier will outline these additional charges (if they apply) in your quote so will know exactly what to expect before accepting our services.



Before the Move

The following is a guideline of things that should be done before your move:

- ✓ *Set your pick-up date with Rainier – Generally figure 1 day for liftvan shipments; 1-2 days for 20ft Containers; 2-3 days for 40ft containers.*

Note: We recommend setting this date at least three to four weeks before your move – LONGER EVEN IN SUMMER MONTHS AND IF YOU INTEND TO MOVE AT THE END OF THE MONTH.

- ✓ *Get boxes from our local agent if you intend to pack non-breakables.*
- ✓ *Make sure you are familiar with any restrictions and all paperwork you will need to prepare for customs in the country you are moving to.*
- ✓ *Make purchases and coordinate delivery of these items with vendors, Rainier and our local agent.*
- ✓ *Prepare your valued inventory insurance list.*
- ✓ *Organize your home so it will be easy to explain to the movers what they should be packing and taking.*
- ✓ *Make note of items you do not want the packers to pack and load. You can use stickers, sticky notes or something similar.*



Packing



Generally Rainier will provide you with full packing services, but in some cases, you might decide to pack your own non-breakable items. These items would include:

- ✓ ***Books/Files/Papers***
- ✓ ***CDs/Records***
- ✓ ***Clothing***
- ✓ ***Towels/Linens***
- ✓ ***Toys/Games***
- ✓ ***Pots/Pans/Plastic ware***
- ✓ ***Other non-fragile items***

Cartons for this packing can be picked up from, or delivered by, our local agents.

Note: Rainier will always wrap furniture and pack all breakable items – Dishes, glassware, mirrors, pictures, ceramics, electronics and other fragile items. This must be done to ensure that these items can be insured for breakage.

Packing Musts:

- ✓ ***Identify contents of all cartons on the carton itself.***
- ✓ ***Keep an ongoing list of contents of boxes you have packed.***
- ✓ ***Do not pack fragile or breakable items.***
- ✓ ***Cushion the top and bottom of each carton with crushed paper, soft items, etc.***
- ✓ ***Don't make cartons too heavy – Rule of Thumb: If you can carry the box fairly easily, it is probably OK.***
- ✓ ***Use ample tape in closing boxes.***
- ✓ ***Remove fuel from power tools.***
- ✓ ***If you insist on shipping liquids, double wrap in plastic.***



Do Not Ship

- | | | |
|--|-------------------------------|-----------------------------|
| ❖ Liquid Bleach or Ammonia | ❖ Jewelry | ❖ Anything flammable |
| ❖ Important Papers/Documents | ❖ Opened Bottles | ❖ Anything Combustible |
| ❖ Live Plants, Soil or Seeds or any other organic item | ❖ Cameras/video cameras | ❖ Anything Explosive |
| ❖ Slot Machines/Casino-style Games | ❖ Taxidermy (including horns) | ❖ Aerosols |
| | | ❖ Firearms or other Weapons |

Note: If you are unsure whether it is legal and/or wise to include something in your shipment, please contact your nearest embassy or consulate for the country you are moving too. Your Rainier Representative can also put you in touch with our overseas agent and they should be able to advise you appropriately.

Packing Tips:

- ✓ ***Large framed artwork/prints and furniture will be wrapped by the movers, but it might be a good idea to disassemble certain furniture pieces in order to save space and reduce the likelihood of damage. When disassembling, remember to put nuts and bolts, screws, etc. in a place where you can easily find them later. It is also a good idea to take a picture of the assembled piece so you will have a reminder of how it should look when it is put back together. Framed artwork/prints should be taken off of the wall for the movers.***
- ✓ ***Pack sleeping bags, sheets, towels, pillows, etc. in plastic bags, so these bundles can be stuffed in empty spaces created by oddly-shaped items.***
- ✓ ***Pack all dresser drawers, cabinets, etc. with light, soft, bulky items such as stuffed animals, towels, linens, bedding, clothing, etc. - do not compromise the condition of furniture pieces or items placed inside them simply to save space.***
- ✓ ***Pack cartons tightly so items will not shift during transit.***



Box Sizes and Uses:



- **Small:** 1.5cft, 12"x12"x17" high – Good for packing books, tools, CDs, DVDs canned goods, and other small, heavy items.

- **Medium:** 3.1cft, 18"x18"x18" high – Good for packing pots, pans, mixing bowls, roasters, canisters, toasters, coffee makers, kitchen utensils, shoes, boots, purses, large photo albums, linens, and small lamp shades.



- **Large:** 4.5cft, 18"x18"x24" high – Good for packing pillows, bedding, blankets, all types of folded and hanging clothes, pictures, odd-shaped toys, large pots, and other miscellaneous large bulky items.



- **Wardrobe:** 8cft 20"x18"x48.8" high – For hanging clothing only. Not normally used in international moves. Sometimes, lay-down wardrobes can be substituted.



- **Dishpack:** 5.6cft, 18"x18"x30" high – Used for packing china, fragile glass, lamps, dishes, stemware, pictures, art objects, and other breakable items.

Note: Breakable items for dishpacks will normally be packed only by our professional movers, except in cases where shippers bring their household goods directly to our agent's warehouse. If you do end up packing your own breakables, we recommend you double box, wrap, or cushion these items with paper, bubble wrap, clothes, towels, etc. For insurance purposes, it is a good idea to open these boxes for our agent's inspection when you bring them to their warehouse. Otherwise, they will be inventoried as "packed by owner" cartons and will not be insured for breakage.



New Purchases

Many of our customers purchase new furniture, electronics and appliances to be included in their overseas shipment. Because these purchases are being made for overseas use, most states in the US will allow you to purchase these items without paying state sales tax. Rainier Overseas can provide a tax exemption letter which many stores will accept.

If you are purchasing appliances or other electronics, keep in mind that the country you are moving to may have different electrical standards (ie 110 vs. 220 volt). Before making any purchases, you will want to make sure the items you buy will work when plugged in at your new home. Rainier Overseas is happy to provide you with contact information for stores that specialize in overseas compliant electronics.

New purchases should be delivered directly to our local warehouse. Our agents will receive, inventory, and store these purchases for up to one month prior to your move at no additional cost. You may also come to the warehouse to see your purchases.

Note: Opening boxes at the warehouse is strongly discouraged and will likely void your insurance and/or warranty you may have purchased for these items.

Note: We must be notified in advance of any new purchases which will be shipped to our warehouse. All deliveries should be clearly marked with your name. It is your responsibility to make sure all new purchases are received before your shipment leaves our warehouse.



Insurance



To protect yourself against potential loss and damage to your goods while they are in transit, it is highly recommended that you are covered by some form of insurance. Rainier Overseas can provide you with marine insurance coverage through reputable companies offering policies which insure shipments from door to door.

Around the time of pick up, you will be responsible for filling out a valued inventory list for insurance which will be provided by Rainier. On this form, you will identify the items you are shipping and assign appropriate replacement values to these items.

Note: It is important that you make an effort to insure your **ENTIRE** shipment and that insured values account for **REPLACEMENT** values at destination overseas. Undervaluing your shipment will lead to problems with reimbursements in claims situations.

Once you have calculated the total value of your shipment, multiply this amount by the insurance rate you received from Rainier and this will give you the final insurance premium to be paid. When the form is complete, you will send it to Rainier by fax or e-mail, so your insurance policy can be processed. Once issued, the policy will be sent to you by e-mail along with all relevant terms and claims information.

All policies offered by Rainier will cover your shipment for any loss and/or damage incurred from the time our movers take possession of your goods until everything is delivered to your home overseas. Insurance coverage for those shippers receiving port-only service terminates when the goods are picked up from our port facility at destination. In this instance, all damage and loss must be recorded prior to taking the shipment from the port facility.

For more information regarding the specifics of insurance coverage, please consult with a Rainier representative.



Move Day



Service from Door

On the day of your move, our crew will arrive at your residence with a container or moving trailer and all packing materials required to complete your job.



The movers will wrap all furniture using international grade padding.



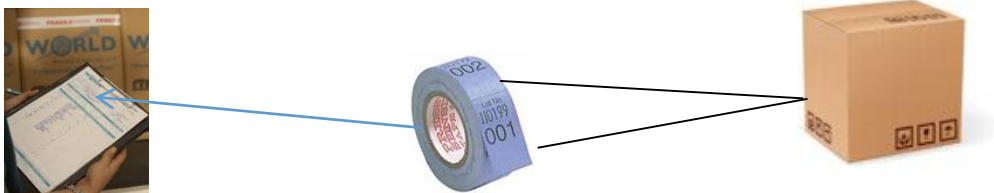
All dishware, china, stemware, ceramics, porcelain, pictures, mirrors etc. will be wrapped in paper and packed into special protective cartons.





Our agents use skilled professional packers who will take great care in disassembling, packing, wrapping, and loading your goods to protect against the many rigors of international transport.

As they pack, the movers will create an inventory list of every item that is taken from your home. Numbered stickers will be attached to each item or carton and all respective numbers will be recorded on an inventory sheet. After the move, you will be given a copy of this inventory which you can use at destination to check items off as they are delivered to ensure that everything arrives intact to your new home.



Many agents bring the actual liftvans to your residence and will load them there. This allows you a great opportunity to see first-hand the strategic packing required to load a liftvan as tightly as possible. If they are not brought to your residence, you are welcome to make arrangements with the crew chief to be present at the warehouse when the liftvans are loaded there later.

Unless it is not possible, containers will be loaded at residence.

After they are fully loaded, your liftvans or container will be shut and sealed, and will not be opened again until they reach your residence in overseas (unless, of course, there is a formal Customs Exam – more on that later).

After crating is complete, the liftvans will be banded, stenciled and then weighed and measured. Multiplying the outside width, length, and height of the liftvans will give us the final volume. As soon as these dimensions are known, you will be notified of the total cubic footage and final charges for your shipment.



Service from Warehouse



Protocol for warehouse-only shipments is very similar to that of the door to door shipments discussed above. To arrange a warehouse drop-off, you will need to contact our local agent in advance to arrange a date to bring your goods to their facility.

When you arrive, your goods will be unloaded from your vehicle. Our movers will make sure all goods are packed and wrapped appropriately for international transport, and will attach a numbered sticker to each piece. The shipment will then be inventoried and you will receive a copy of this inventory list before you leave.

If you wish to be present when the liftvans are loaded, you will need to make these arrangements in advance with our local agent.



After the Move

Once your liftvans have been measured or your full container has been sealed and weighed, and your insurance forms have been received, Rainier can then process your invoice, which will detail all charges for your shipment. Your invoice will be e-mailed to the address(es) we are given. Invoices can also be faxed and/or mailed upon request.

Rainier requests a partial payment before departure of your shipment – usually around 50% of the total invoice. If you will be departing from the US before your shipment is fully crated, or before your insurance forms are complete, a Rainier representative can assist you in estimating your final charges.



Payment must be in US dollars and can be made by:

- *Cashier's/Certified/Personal Check*
- *Money Order*
- *Bank/Wire Transfer*
- *Visa or MasterCard (with a 2.85% service charge)*

Note: All charges must be paid in full before delivery can be made to your new home overseas.



Shipment in Transit

For less than container shipments, wooden liftvans will be waterproofed, stenciled, secured with metal banding and then transported to one of our port consolidation warehouses. Your shipment will then wait at this facility until enough freight has been accumulated to fill a consolidated container.

Full container shipments are sealed after they are loaded and then trucked and/or railed immediately to their final port of departure. Upon arrival to port, your container will be loaded on the deck of a steamship vessel and soon after, will begin its journey on the sea.

Note: Please consult with your Rainier representative to meet your scheduling needs. While we cannot control rail or vessel schedules, we will attempt to make the appropriate arrangements to meet your requests.

Rainier will handle all paperwork, and documentation to insure smooth handling of your shipment, as well as track its progress while in transit. For status updates, simply call or e-mail your Rainier representative.

Rainier will forward all required documents and insurance papers to our overseas agent, who will be ready to handle all necessary procedures for customs clearance and delivery of your shipment once it has arrived at the port of destination.



Before Your Shipment Arrives



Prior to the arrival of your shipment at destination port, you will be contacted by our local agent, who will keep you advised of arrival and customs clearance progress and required paperwork. They will make every effort to ensure a quick and hassle-free clearance and delivery of your shipment.

Note: You do not need to wait for our representative to contact you. You can feel free to call them upon your arrival to the country and receive more immediate status reports. If you are not already aware of the appropriate contact information for the local agent, your Rainier representative can assist you with this information. If our agent is not aware of your shipment on first contact, please do not worry. Simply leave your name and contact details with them and they will get back in touch with you as soon as more information is known.

If you contracted for port-only service, you will be notified by the overseas agent of the steamship line of your shipment's arrival with the expectation that you will arrange for your own customs clearance and delivery.

If you have contracted for Door-to-Door service, our local agent will walk you through the appropriate process and paperwork required to properly clear your shipment through the local Customs Authorities.

Arrival of Your Shipment



When your shipment arrives overseas, a representative of our local agents will be on hand to oversee the offloading of the containers, and the unstuffing of your crates (for less than container shipments). Our local overseas agent will then make sure that all relevant port charges and taxes are paid and that your shipment is securely moved and stored at a customs bonded facility and then cleared through customs promptly.

Possible Additional Charges at Port:

- **Customs inspection:** Customs inspections are conducted at random at all ports worldwide - though not all shipments are affected, inspections can and do occur periodically (even often in



some countries) and charges for these inspections are paid by you, the owner of the goods. Costs for inspection differ by country and by the level of inspection performed.

- **Storage at port:** Cost for storage at port would be determined by your availability to clear customs prior to allotted free time expiring. This amount of free-time and the cost per day to store vary widely by country.
- **Demurrage** (rent paid to steamship line for holding onto container): Demurrage charges would occur for the same reasons as storage, but these charges are paid to the steamship line, whereas storage charges are paid to the local Port Authority. Again, the amount of free-time and cost per day to store vary widely by port and by steamship line.
- **Import duties:** As billed by Customs Authorities

Note: If you are not already aware of any potential duty liability, you should check with your local Consulate, or Embassy of the country you are moving to in order to find out what items in your shipment may be subject to duty and what those duties may be.

Note: For customers who are considering shipping a motorized vehicle - Duties and taxes on motorized vehicles can be high in many countries and restrictions are often very stringent. Before deciding to ship a car, it is important to check with your local Consulate or Embassy of the country you are moving to.

Delivery Day



Once your shipment has been cleared through customs and everything has been paid in full, our overseas agent will arrange for delivery everything to your new home. On the date you arrange with our agent, the movers will arrive at your residence prepared to provide the following services:

- **Unloading goods from container or liftvans – in some instances goods may come loose in moving van**
- **Placing all items in appropriate rooms as requested**
- **Unwrapping furniture and other large items**
- **Removal of furniture debris (wrapping paper)**



The following services may also be provided, but you will want to confirm with your Rainier representative:

- *Unpacking cartons – contents to be placed on available flat surface (ie. Floor, counter, table, etc.)*
- *Assembling furniture (generally only items which were disassembled by the movers in US and not IKEA-style pressboard furniture)*

Note: When movers are delivering goods into your home, please make sure you have a copy of your original packing list. You should assign a family member or friend to check items off the inventory list as they are being delivered into your home to ensure that you receive your entire shipment. Any missing items must be noted on the inventory before movers depart. Failure to do so will make it very difficult to file an insurance claim on any missing items.

Additional Services:

If Rainier is aware in advance of any additional services you will require overseas, we will try to include the associated costs for these services in your Door-to-Door rate. If not, you will be responsible for paying these charges directly to our overseas agent in local currency for these services.

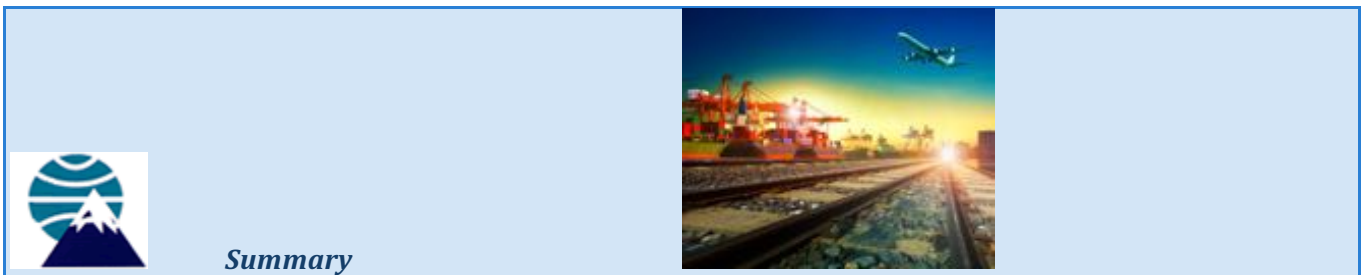
- **Delivery above 2nd floor** (over one flight of stairs)
- **Long carry from street to residence** (greater than 20 meters)
- **Special Handling for extra-large items** (e.g., Hoisting with crane or pulley through windows/balcony, taking off doors, disassembling, re-assembling, etc.)
- **Unpacking/setting up appliances**
- **Piano handling or handling any other such large heavy items such as safes and Subzero Refrigerators.**
- **Additional Deliveries**
- **Carpenter Service for furniture re-assembly**
- **Assembly of electrical fixtures – lights, chandeliers, ceiling fans, etc.**
- **Shuttle** (if home cannot be accessed by a standard moving van or container, and a smaller truck must shuttle back and forth)
- **Additional debris removal**
- **Maid Service** (placing unpacked goods in appropriate places)



After your goods have been delivered, you should begin unpacking and inspecting your goods right away. You will have 30 to 45 days (depending on your particular policy) to file a claim against your insurance policy for any discovered damaged and/or missing items.

To file a claim, you will need to follow the instructions listed on your insurance policy and claim forms. If you should have any problems or questions during this process, please contact your Rainier representative, and they will be more than happy to do whatever they can to make the filing of your claim as smooth as possible.

Note: Do not discard damaged items until after the insurance company indicates that it is OK to do so.



Rainier Overseas Movers is committed to offering its customers the utmost in quality and service throughout each step of their move. We are ultimately concerned with maintaining our reputation as the premier international movers of household goods in North America. We will always strive to offer a VIP service to each of our customers at a competitive price. If your plans involve making a shipment overseas, please give Rainier a call. We will ensure a pleasant and hassle-free moving experience for you and your family.

For a free estimate and consultation, please give us a call at **1-800-426-9928 xt. 243**. We will look forward to hearing from you.



Appendix

Glossary of Terms

All-Risk Insurance – Insurance Policy for your shipment providing coverage for virtually all scenarios which can lead to loss and/or damage to your household goods.

Bill of Lading – Document issued by a transportation provider indicating weights, volumes, shipping costs, dates, and origin and destination contact information.

Cubic Foot – A Measurement of volume -12" High x 12" wide 12" long cube. 1 cubic meter = 35.3145 cubic feet.

Consignee – The person or party receiving a shipment at an overseas destination (importer)

Customs – A government authority regulating imports.

Customs Broker – An individual or company representing importers in dealings with customs authorities.

Demurrage – A storage charge imposed by the steamship line for detention on their equipment.

Freight Forwarder – A travel agent or general contractor for cargo transport

Freight Tariff – A freight carrier's price list

Insurance Certificate – A document indicating that insurance coverage was placed on goods shipped.

Liftvan – A wooden shipping crate constructed of plywood with a skidded base for easy handling. They range in size from 10 – 250 cubic feet and can be constructed to fit any size of goods shipped.

Marine Cargo Insurance – Insurance used in foreign trade to cover goods while they are in transit from one country to another.

Physical Inspection – Customs inspection when authorities open an individual shipment to conduct a thorough examination of goods being imported

Port of Disembarkation – The port where shipment arrives overseas

Port of Embarkation – Origin port from where the shipment departs

Shipper – A person or party shipping items to an overseas destination (exporter)



Steamship Container – A large metal box, either 20 or 40 feet long and approx. 8 feet wide and high used to ship all types of commodities to international destinations.

Stevedore – Also known as a longshoreman – an employee of the port (usually the ones who put containers on or take them off steamship vessels)

Transshipment – Hub and spoke method of transportation where a container is taken off of original steamship vessel at an intermediary port in order to place it on another vessel going from this port to port of final destination (used only when direct service is not available or is much more expensive)

(Un)Stuffing/Stripping – The service of either loading or unloading liftvans into or out of steamship containers at port facilities.

Valuation – A declared value of the goods being transported.

Value Added Tax (VAT) – A tax (like a sales tax) excised in many countries on services performed overseas including customs clearance and delivery

