Rainier
OVERSEAS MOVERS, INC.

YOUR GUIDE TO
INTERNATIONAL MOVING & SHIPPING

RAINIEROS.COM

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OUR MISSION

Rainier Overseas Movers, Inc.

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

Rainier Overseas Movers, Inc

Secure Your Overseas Move with

The Right Moving Company

Initiating an international relocation, be it for professional endeavors, repatriation, or extended residency, necessitates meticulous planning. A paramount consideration in this undertaking is the selection of a reputable logistics provider to ensure the secure and efficient transport of your household effects. A comprehensive evaluation of potential international moving service providers should encompass the following critical benchmarks:



Industry Reputation

A longstanding and demonstrably positive reputation within the international moving industry signifies a proven track record of reliability and client satisfaction.

International Moving Expertise

Extensive experience in navigating the intricacies of customs regulations, documentation requirements, and global logistics is essential for a seamless relocation process.

Competitive Cost Structure

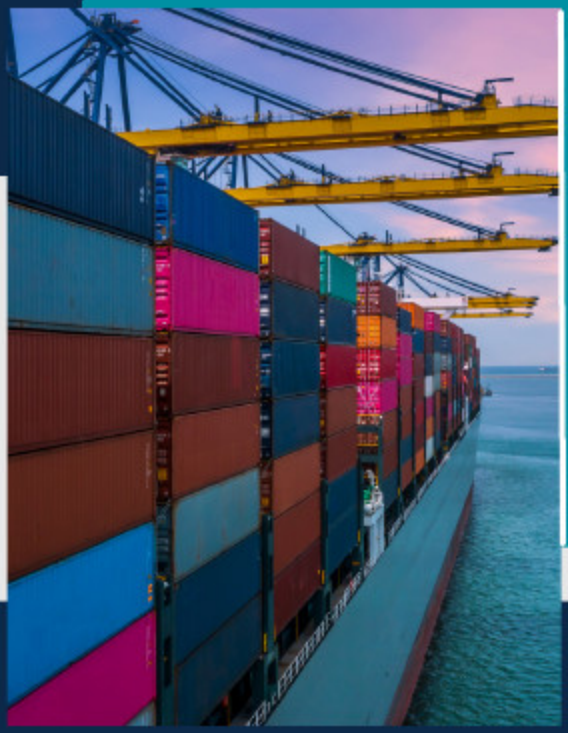
Transparency and cost-effectiveness are crucial factors when evaluating service providers. A comprehensive review of pricing models and potential hidden fees is recommended.

Quality of Services Offered

A robust suite of services, encompassing professional packing, customs clearance assistance, unpacking, and reassembly, contributes significantly to a stress-free relocation experience.

SINCE 1979

WITH A PROVEN RECORD OF EXCEEDING 100,000 SUCCESSFUL RELOCATIONS WORLDWIDE...



Rainier Overseas Movers, Inc.

offers unparalleled expertise in international moving. Our extensive network of trusted partners covers virtually every major U.S. city, providing professional packing and crating services.

Door-To-Door

Rainier's door-to-door service ensures a seamless relocation experience, managing every detail from initial packing at your origin in the U.S. to inland transportation, overseas shipment, customs clearance, and final delivery at your new international home.

Insurance

We are also marine insurance specialists, offering a variety of policies to safeguard your belongings throughout the journey. Rainier's commitment to client satisfaction extends to our rigorous evaluation of staff and partners.

This ensures you receive clear, helpful information and personalized support throughout your entire relocation journey.

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:

- Name
- Home address or address where goods are stored
- Contact information (phone and email address)
- Preferred dates and times to meet with one of our estimators

To initiate an accurate in-home estimate, a Rainier estimator will visit your residence on a predetermined date. The estimator will employ a standardized measurement table to comprehensively assess your belongings. Please inform the estimator of any additional items you plan to acquire or include in the move that are not currently at your home. Following the on-site evaluation, a Rainier representative will contact you to review the detailed estimate, discuss various service options and associated costs, and address any questions you may have. For your reference, a written confirmation outlining the agreed-upon details will be subsequently provided.

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

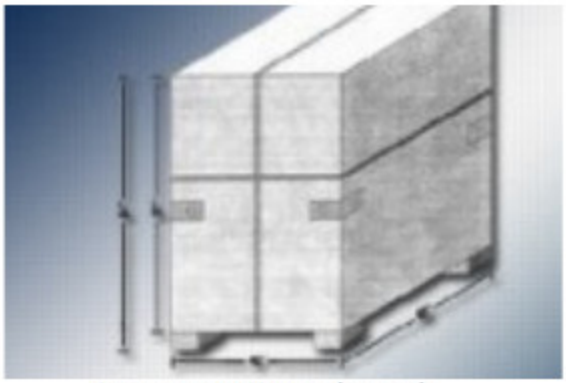
LIFTVANS VS **CONTAINERS**

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.

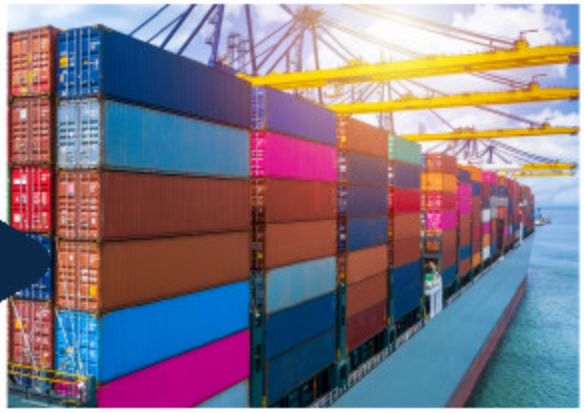


Standard Liftvan (crate)

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.

LIFTVANS VS **CONTAINERS**

CONTAINERS COME IN THE FOLLOWING SIZES:

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

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



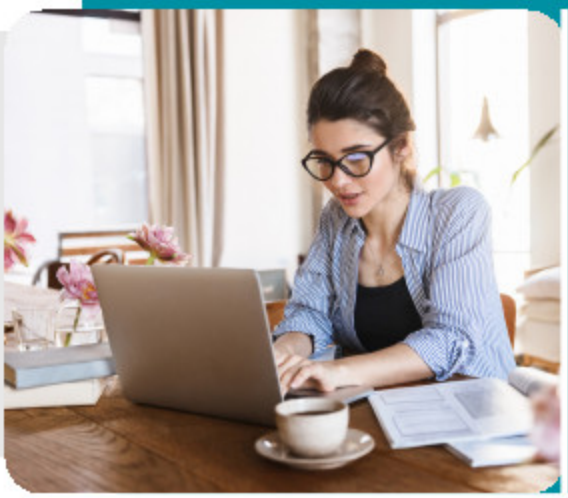
Rates for containers are usually quoted in flat amounts but may also vary a bit based on the actual weight and volume of your shipment – It is important to clarify this when you receive your quote.

Here's a comparison of containerized shipping and liftvans for international moves:

- **Cost:** Containerized shipping typically offers a lower cost per cubic foot compared to liftvans.
- **Port Flexibility:** Containers provide greater control over the ports used for loading and unloading your belongings.
- **Transit Time:** Generally, containerized shipping boasts faster transit times due to standardized handling procedures.



TYPES OF SERVICES



"Our quotes are tailored to the specific services you select, ensuring transparency in pricing."

Rainier Overseas offers a comprehensive range of international moving services to meet your specific needs.

- Pre-packing and professional wrapping of furniture at your residence.
- Convenient pickup of your belongings directly from your home.
- Secure packing into liftvans (for shipments not requiring a full container).
- Consolidation of your goods with others for efficient transportation.
- Loading of your belongings into a steamship container.
- Delivery of your container to the designated port.
- Payment of all ocean freight charges on your behalf.
- Expert customs clearance at your destination port (excluding applicable port taxes and duties).
- Final delivery of your belongings directly to your new residence (assuming normal access).
    - **Door-to-Port Service:** This streamlined option includes all the services listed above (items 1-7) up to the point of delivery at the destination port. Customs clearance, inland transportation, and final delivery are not included.
    - **Warehouse-to-Door Service:** This service is ideal if you have belongings that need to be stored temporarily before shipment. It includes items 3-9 listed above, beginning with packing your goods at our agent's warehouse and concluding with final delivery to your new home.
    - **Warehouse-to-Port Service**: This option is similar to Warehouse-to-Door, but excludes final delivery to your residence. Services include packing at the warehouse (item 3), all aspects of international shipping (items 4-7), and customs clearance at the destination port.

IMPORTANT: OUR CUSTOMS CLEARANCE SERVICE DOES NOT INCLUDE POTENTIAL PORT TAXES AND DUTIES.

TRANSPARENCY IN PRICING



Our all-inclusive quotes clearly outline the services and costs associated with your international move. However, there are some additional charges that may apply depending on your specific needs.

These include:

- **Marine Insurance:** Optional insurance is available to provide financial protection for your belongings during transportation. The cost of insurance is calculated based on the declared value of your shipment.

- **Customs Duties and Taxes:** Government-imposed duties and taxes may apply to your shipment upon arrival at the destination country. Rainier cannot predict these charges, but we can assist you with the customs clearance process.

- **Extra Services:** We offer a variety of additional services to meet your unique needs. These may include stair carries for oversized items, long carry charges for extended distances from the truck, special documentation requirements, hoisting services, outside elevator access fees, shuttle charges, obtaining parking permits, piano handling, furniture reassembly, carpentry services, storage solutions, and demurrage fees (applicable if your container incurs extended dwell time at the port).

Rainier will always provide a detailed quote outlining the base cost of your move and any applicable additional charges. This ensures you have a clear understanding of the total cost before confirming your service selection.

PRE-MOVE **PREPARATIONS**

A CHECKLIST FOR A SMOOTH TRANSITION

To ensure a seamless relocation experience, Rainier Overseas Movers Inc. recommends completing the following tasks prior to your move date:

- [ ] **Schedule Your Pickup:**
Contact Rainier to schedule your preferred pickup date. Lead times for shipment preparation typically range from 1 day for liftvans to 2-3 days for 40ft containers. Important Note: We strongly recommend scheduling your pickup at least 3-4 weeks in advance, with even longer lead times advised for peak moving seasons (summer months) and month-end dates.

- [ ] **Packing Supplies:**
If you plan to pack your own non-breakable items, you can obtain boxes from our local agent.

- [ ] **Customs Requirements:**
Familiarize yourself with any import restrictions and necessary customs documentation for your destination country. Rainier can assist you in obtaining this information.

- [ ] **Vendor Deliveries:**
Coordinate the delivery of any new purchases with vendors, Rainier, and our local agent to ensure they arrive at your new residence on schedule.

- [ ] **Valuable Inventory Insurance:**
Prepare a detailed list of your valuables for insurance purposes.

- [ ] **Home Organization:**
For a more efficient packing process, organize your belongings beforehand to clearly indicate what needs to be packed and moved by the crew.

- [ ] **Exclusions List:**
Identify any items you do not wish the movers to pack or load. Clearly mark these items with stickers, sticky notes, or a similar method.

PACKING

In most cases, Rainier offers complete packing services for your move. However, you may choose to pack your own non-breakable belongings yourself. These might include:



THESE MIGHT INCLUDE:

- Books, files, and papers
- CDs, records, and other media
- Clothes
- Towels, linens, and bedding
- Toys and games
- Pots, pans, and plastic containers
- Any other items that are not fragile

Rainier's local agents can provide you with packing cartons for your non-breakable items. You can either pick them up yourself or have them delivered to your location.

FOR YOUR PEACE OF MIND

For your peace of mind, Rainier's movers will professionally wrap all furniture and pack every fragile item. This includes dishes, glassware, mirrors, artwork, ceramics, electronics, and anything else susceptible to breakage. This careful packing ensures your belongings are eligible for full insurance coverage in case of any damage during the move.



ESSENTIAL **PACKING TIPS**

CLEARLY LABEL BOXES	Identify the contents of each carton directly on the box itself.
MAINTAIN A PACKING LIST	Keep a running list of what's packed in each box for easy reference.
LEAVE FRAGILE ITEMS TO THE PROS	Avoid packing fragile or breakable items yourself.
CUSHION CAREFULLY	Use crumpled paper, soft towels, or packing peanuts to cushion the top and bottom of each box.
PACK SMART, LIFT EASY	Don't overload cartons. A good rule of thumb is if you can comfortably carry the box, it's not too heavy.
SECURE YOUR BOXES	Use plenty of tape to securely seal closed boxes.
DRAIN POWER TOOLS	Remove any fuel from gas-powered tools before packing them.
LIQUIDS ARE TRICKY	If absolutely necessary to pack liquids, double-wrap them in leak-proof containers and secure them within the box.

FOR YOUR SAFETY: DO NOT SHIP

- Liquid Bleach or Ammonia
- Important Papers/Documents
- Live Plants, Soil or Seeds or any other organic item
- Slot Machines/Casino style Games
- Jewelry
- Opened Bottles
- Cameras/video cameras
- Taxidermy
- Flammables
- Combustible
- Explosive
- Aerosols
- Firearms or other Weapons





BE ADVISED THAT...

Certain items may be subject to import restrictions or pose logistical challenges during international shipping.

For guidance on specific items, we recommend consulting the following resources:

Destination Country Embassy or Consulate: These government agencies can provide official information on prohibited and restricted goods.

Rainier Overseas Representative: Our knowledgeable staff can connect you with our overseas agent in your destination country. They can offer expert advice on permissible items and potential import challenges.

DISASSEMBLING

Furniture and Packing for Your Move



Large furniture and artwork will be professionally wrapped by the movers.

However, to maximize space and minimize damage, consider disassembling some furniture pieces yourself.

Here's how to prepare for disassembly:

- **Keep track of hardware:** Store nuts, bolts, and screws in a labeled bag or container that's easy to find later.
- **Visual reminders:** Take photos of the assembled furniture to help with reassembly at your new home.

Space-saving packing tips:

- Fill empty spaces: Pack soft items like sleeping bags, sheets, and towels in plastic bags. These flexible bundles can be squeezed into nooks and crannies around other belongings.
- Utilize drawers and cabinets: Fill dresser drawers and cabinets with lightweight, bulky items like clothes, linens, or towels. However, avoid overloading or damaging furniture or its contents for the sake of space.
- Pack boxes tightly: Use packing materials like bubble wrap or crumpled paper to fill any voids in boxes. This prevents items from shifting during transport and reduces the risk of damage.

By following these tips, you can make your international move smoother and ensure your belongings arrive safely at your new destination.

BOX SIZES & 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.

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



PACKING BREAKABLES FOR YOUR INTERNATIONAL MOVE

Our professional movers will pack most fragile items for your dish packs. However, if you bring your belongings directly to our agent's warehouse, you might need to pack your own breakables.
Here's how to ensure your breakables are packed securely:

- **Double box:** Place your breakables in a smaller box first, then put that box inside a larger, sturdier box.
- **Wrap or cushion:** Individually wrap each breakable item with packing paper, bubble wrap, or other cushioning materials. You can also use clothes or towels for additional padding.
- **Fill empty spaces:** Use packing peanuts or crumpled paper to fill any empty space within the box to prevent items from shifting during transport.

FOR INSURANCE PURPOSES

- **Open boxes for inspection:** To ensure your breakables are covered by insurance, it's important to open the boxes containing these items for our agent to inspect at the warehouse.
- **Packed by owner:** Boxes you pack yourself will be labelled as "packed by owner" and may not be insured for breakage unless inspected by our agent.

By following these packing guidelines, you can help ensure your fragile items arrive safely at your new home.

SAVE ON SALES TAX
& ENSURE COMPATIBILITY

For Your Overseas Move



Many customers relocating abroad are happy to learn that most U.S. states exempt sales tax on new furniture, electronics, and appliances destined for international shipment. Rainier Overseas can provide a tax-exemption letter to simplify this process at many stores.

Important Note: Electrical Standards Differ Globally

Before purchasing electronics, be aware that your new home country might have a different electrical voltage (such as 220v compared to 110v in the US). To ensure your electronics work properly, it's crucial to buy appliances and electronics compliant with your destination's standards.

Rainier Overseas Moving Can Help

Rainier Overseas can connect you with stores specializing in overseas-compatible electronics.

Free Storage for New Purchases

For your convenience, Rainier Overseas offers free storage of your new purchases at our local warehouse for up to a month before your move. You can also visit the warehouse to see your items at any time.

- **Important:** To protect your insurance and warranties, please refrain from opening boxes while your items are stored at our warehouse.
- **Heads Up:** We kindly ask that you inform us beforehand of any new purchases you plan to send to our warehouse.
- **Label It Up:** For easy identification, please ensure all deliveries addressed to our warehouse are clearly marked with your name.
- **Double-Check Your Shipment:** It's important to verify that all your new purchases are received at the warehouse before your shipment departs.



INSURANCE

Safeguard your belongings during shipping with marine insurance!

Rainier Overseas can connect you with trusted insurance providers offering comprehensive "**door-to-door**" coverage for your goods. To ensure smooth processing, you'll be provided with a valued inventory list around pickup time. On this form, simply list the items you're shipping and their estimated replacement cost.

Important information to ensure smooth claims processing:

- Be sure to insure your entire shipment for its full value. This means considering the replacement cost of your items at their overseas destination, not just the original purchase price.
- Underestimating the value of your shipment could result in problems receiving full reimbursement if you need to file a claim.

By accurately reflecting your shipment's replacement value, you'll guarantee a smoother claims process in case of any unforeseen events.

Rainier Overseas can connect you with trusted insurance providers offering comprehensive "**door-to-door**" coverage for your goods. To ensure smooth processing, you'll be provided with a valued inventory list around pickup time. On this form, simply list the items you're shipping and their estimated replacement cost.

MOVING DAY MADE EASY



SERVICE FROM DOOR:

Our professional crew will arrive at your residence equipped for success. They'll bring a designated container or trailer, along with all the high-quality packing materials needed for your international move.

EXPERT PACKING FOR PEACE OF MIND:

Highly skilled packers will meticulously handle your belongings. This includes:

- **Furniture:** Wrapped in protective, international-grade padding.
- **Fragiles:** Dishes, glassware, artwork, and mirrors will be carefully wrapped in paper and packed into specially designed boxes.
- **Detailed Inventory:** As they pack, our movers will create a detailed inventory list of every item, with numbered stickers attached for easy reference. You'll receive a copy to ensure everything arrives safely at your new home.

Witnessing the Process

In many cases, the liftvans used for your shipment will be loaded directly at your residence. This allows you to see firsthand the expert packing techniques used to maximize space within the container. If on-site loading isn't available, you can arrange with the crew chief to be present when the loading happens later at the warehouse.

- **Secure Sealing and Shipment:**

Once everything is meticulously packed and loaded, your container or liftvan will be securely sealed. It won't be opened again until it reaches your destination overseas (except for any necessary customs inspections).

- **Finalization and Shipment Details:**

After crating is complete, your liftvans will be banded, stenciled, and then weighed and measured to determine the final cubic footage. Once these dimensions are confirmed, you'll be notified of the total shipment volume and any associated final charges.

WAREHOUSE DROP-OFF: A CONVENIENT OPTION



Moving just the contents yourself? Our warehouse drop-off service offers a streamlined alternative to door-to-door shipping.

Simple Steps:

01

Schedule Your Drop-Off: Contact our local agent beforehand to arrange a date to bring your belongings to their facility.

02

Unload and Prepare: Upon arrival, our movers will help unload your vehicle. They'll then professionally pack and wrap your items for international transport, ensuring their safety. Each item will be clearly labeled with a numbered sticker.

03

Detailed Inventory: A comprehensive inventory list will be created of your shipment. You'll receive a copy for your reference before leaving.

04

Optional Loading Observation: If you'd like to witness the loading process into liftvans, simply let our local agent know in advance to make arrangements.

Let us handle the packing and preparation, while you enjoy the convenience of a warehouse drop-off!

After the Move

Finalizing Shipment Details



Once your shipment is finalized (liftvans measured, container sealed, weight determined, and insurance forms received), Rainier will process your invoice. This email will detail all the charges associated with your international move. You can also request a faxed or mailed copy if needed.

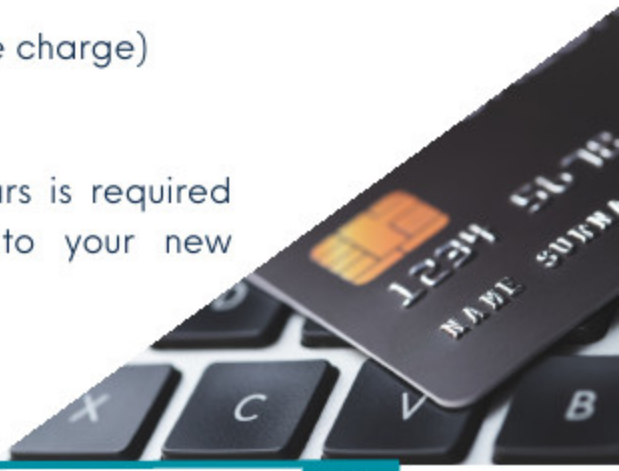
Payment Information:

A partial payment, typically around 50% of the total invoice amount, is required before your shipment departs the U.S. Rainier understands that sometimes you might leave before everything is finalized. If that's the case, a representative can help you estimate your final charges.

Payment Methods:

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

Important Note: Full payment in US dollars is required before your belongings are delivered to your new overseas home.



Less Than Container Loads (LCL):

- **Secure Packaging:** For LCL shipments, your wooden liftvans will be waterproofed, labeled, and secured with metal straps.
- **Consolidation for Efficiency:** These liftvans will then be transported to a port consolidation warehouse. Here, they'll wait until there's enough freight to fill a container for optimal shipping.

Full Container Loads (FCL):

- **Seamless Shipment:** Your full container will be sealed after loading and immediately transported by truck or rail to the port of departure.

Voyage by Sea:

- **Port Arrival:** Upon arrival at the port, your container will be loaded onto a steamship and begin its ocean journey.

Communication and Tracking:

- **Schedule Considerations:** While we can't control vessel schedules, a Rainier representative will work to accommodate your scheduling needs as much as possible.
- **Documentation and Tracking:** Rainier will handle all paperwork and documentation to ensure smooth sailing for your shipment. They will also track its progress throughout the journey. Status updates are just a call or email away.

Arrival and Overseas Assistance:

- **Customs Clearance:** Rainier will forward all necessary documents and insurance papers to their overseas agent. This agent will handle customs clearance and ensure your shipment's delivery at the destination port delivery at the destination port.

Before Your Shipment Arrives

Overseas Partner Keeps You Informed

LOCAL AGENT CONTACT

As your shipment nears the destination port, our trusted overseas agent will reach out to you. They'll provide updates on arrival timelines, customs clearance progress, and any required paperwork. Their goal is a smooth and efficient delivery for you.

PROACTIVE APPROACH WELCOME

Don't wait for their call! Feel free to contact them upon arrival in your new country for the latest status. If you don't have their contact information readily available, your Rainier representative can provide it.

NO NEED TO WORRY ABOUT DELAYS

If the agent isn't immediately aware of your shipment details upon your first contact, there's no need to fret. Simply leave your name and contact information, and they'll get in touch as soon as they have more details.

Arrival and Customs Clearance

PORT SERVICE VS. DOOR-TO-DOOR

- **Port Service:** If you contracted for port service only, the overseas agent will notify you of your shipment's arrival with the steamship line. You'll then be responsible for arranging customs clearance and delivery on your own.
- **Door-to-Door Service**: For door-to-door service, our local agent will guide you through the customs clearance process and the necessary paperwork. They'll ensure your shipment is cleared efficiently by local customs authorities.

SHIPMENT ARRIVAL AND OFFLOADING

- **Expert Oversea Partner:** Upon your shipment's arrival overseas, a local agent representative will be present. They'll oversee the container off-loading and unpacking of crates (for LCL shipments).
- **Seamless Customs Clearance:** The agent will ensure all port charges and taxes are paid. They'll then securely move your shipment to a bonded storage facility and handle the customs clearance process promptly.

UNDERSTANDING

POTENTIAL PORT CHARGES

While Rainier strives to provide all-inclusive estimates, there are some additional charges that may arise upon arrival at the destination port. Here's a breakdown of these potential fees:

CUSTOMS INSPECTIONS



Customs authorities worldwide randomly select shipments for inspection. The cost for these inspections varies by country and the level of detail involved. While not all shipments are inspected, it's a possibility to consider.

STORAGE



Free storage time is typically allotted at the port. However, if customs clearance isn't completed within that timeframe, storage fees will be incurred. These fees are determined by the port authority and vary by location.

DEMURRAGE



Similar to storage, demurrage charges are assessed by the shipping line if your container is held at the port beyond the free period due to delays in customs clearance. The cost per day and the free time allowance can differ depending on the port and the specific steamship line.

IMPORT DUTIES



These are taxes levied by the destination country on your imported goods. The specific items and rates can vary greatly. To get a better idea of potential import duty costs, it's recommended to contact the consulate or embassy of your new country.

ADDITIONAL CONSIDERATIONS:

- **Motorized Vehicles:** Shipping a car internationally can be expensive due to high duties and strict regulations in many countries. Before deciding to ship your car, consult the consulate or embassy of your new country to understand the specific requirements and potential costs.

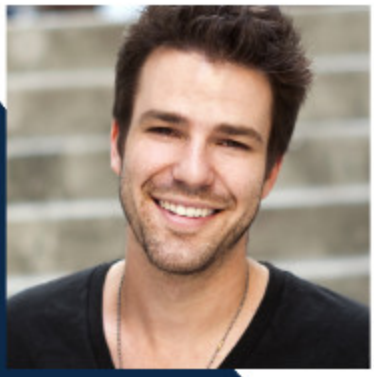
By being aware of these potential charges, you can make informed decisions and avoid any surprises upon arrival.

ADDITIONAL SERVICES

To give you a precise Door-to-Door quote, it's helpful if you let Rainer know in advance about any of these services you might need overseas. If you don't tell us beforehand, you'll be responsible for paying the fees directly to our overseas partner in their local currency.

THESE SERVICES INCLUDE

- **Deliveries above the second floor (stairs):** This applies if your new place has more than one flight of stairs.
- **Long carries:** If the distance from the street to your door is more than 20 meters (about 65 feet).
- **Special handling for oversized items:** This includes situations where a crane or hoist is needed to bring things in through windows or balconies, or if doors need removal, furniture needs disassembly and reassembly, etc.
- **Unpacking and appliance setup:** Our crew can unpack your boxes and get your appliances ready for use.
- **Piano or large item handling:** This includes pianos, safes, Subzero refrigerators, and other bulky items.
- **Extra deliveries:** If you have items going to more than one location.
- Furniture reassembly by a carpenter: Our partners can have a carpenter reassemble your furniture.
- **Electrical fixture assembly:** This includes lights, chandeliers, ceiling fans, etc.
- Shuttle service: If a standard moving truck or container can't reach your new home, we can use a smaller vehicle to move things back and forth.
- **Extra debris removal:** If you have more unpacking trash than usual.
- **Unpacking and placement:** Our partners can unpack your boxes and put your belongings away in their designated spots



BY LETTING RAINER KNOW ABOUT ANY OF THESE NEEDS IN ADVANCE, WE CAN ENSURE A SMOOTHER MOVING EXPERIENCE AND A MORE ACCURATE QUOTE.



WELCOME HOME!

YOUR BELONGINGS ARRIVE!

Once your shipment clears customs and all charges are settled, our overseas agent will coordinate the delivery to your new residence. Here's what you can expect on delivery day, arranged at your convenience:



Delivery Crew Services

- **Unloading with Care:** Our professional movers will carefully unload your belongings from the container or liftvans. In some cases, items might shift during transit. The crew will handle everything with expertise.
- **Room-by-Room Placement:** Let us know where you'd like things placed! The movers will bring your items into their designated rooms within your new home.
- **Unwrapping and Debris Removal:** Furniture and other large items will be unwrapped with care. The crew will also remove any leftover wrapping materials.

Optional Services
(Confirm with Rainier)

- **Carton Unpacking:** Our team can unpack your boxes, placing the contents on available flat surfaces like floors, counters, or tables.
- **Furniture Assembly:** Generally, the movers can reassemble furniture that they disassembled during the initial packing process in the US (excluding IKEA-style pressboard furniture).

Important!
Checking Your Shipment

- **Inventory List Ready:** Have a copy of your original packing list on hand. It's helpful to designate a friend or family member to check items off the list as they are delivered, ensuring you receive everything.
- **Noting Discrepancies:** If any items are missing, it's crucial to note them on the inventory list before the movers leave. Failure to do so may complicate any potential insurance claims.

With clear communication and our dedicated team, your move-in day will be as smooth and stress-free as possible!



UNPACKING & INSPECTION

- **Get started right away:** Once your belongings arrive, begin unpacking and inspecting them as soon as possible.
- **Claim window:** Depending on your specific policy, you'll have 30 to 45 days to file a claim with your insurance company for any damaged or missing items.
- **Filing a claim:** Follow the instructions provided on your insurance policy and claim forms.
- **Need help?** If you encounter any issues during the claim process, contact your Rainier representative. They'll be happy to assist you and make filing your claim as smooth as possible.
- **Important:** Don't throw away any damaged items until your insurance company gives you the green light.

RAINIER OVERSEAS MOVERS

Move Overseas With Confidence

Rainier Overseas Movers helps families, professionals, retirees, and expats manage international moves with experienced planning, professional packing, global shipping coordination, customs support, and destination delivery. Since 1979, Rainier has focused on making overseas relocation feel more organized, supported, and less overwhelming.

Start with a free consultation and quote:

800.422.5440 | https://rainieros.com/free-moving-quote

Current office address

707 S Grady Way, Ste 600 | Renton, WA 98057

Door-to-door international moving support with trusted worldwide partners.

IAM International Association of Movers

BBB

lacma Latin American & Caribbean International Movers Association

Rainier Overseas Movers 707 S Grady Way, Ste 600 | Renton, WA 98057

Appendix

ETHICS, PRIVACY & SUSTAINABILITY

Integrity & professional conduct

Rainier's Code of Ethics emphasizes honesty, transparency, respect, responsibility, customer service, and ethical decision-making in every move.

Compliance & anti-corruption

Rainier requires compliance with customs, transportation, insurance, and data-protection regulations, with zero tolerance for bribery, facilitation payments, or falsified documentation.

Trusted partner standards

Overseas agents and partners are expected to be reputable, vetted, and aligned with Rainier's service and compliance expectations.

Responsible information management

Client information such as shipping lists, valuations, passports, and contact data should be shared only with those directly involved in the move and handled in line with privacy and security protocols.

Environmental responsibility

Rainier's sustainability policy focuses on reducing energy use and emissions, minimizing waste, expanding recycling, engaging suppliers, and supporting responsible remote-work practices.

Digital-first operations

Electronic signatures, cloud-based tools, office waste sorting, and e-waste recycling support a lower-waste, more efficient operating model.

Rainier Crate Line

You pack it. We haul it. Nationwide.

A domestic crate-and-freight program for moving and storage companies that want national reach without expanding their long-haul fleet.

How it works

- You load household goods into standard liftvans or prepare a trailer spot at your warehouse.
- Rainier arranges pickup through dedicated trucking partners.
- We provide line-haul transport, tracking, and delivery to your partner agent or destination warehouse.
- Your agency keeps control of the client relationship while Rainier stays behind the scenes.

Why partners use it

- Expand service area without long-haul exposure
- Predictable per-crate pricing and dedicated vetted carriers
- Support for 1–8 liftvans and larger consolidated domestic trailer loads
- Minimal compliance headaches and low visibility to your end client

Partner contact: davew@rainieros.com | (206) 462-3628