

FAQ'S

**The information provided in these FAQs is intended for informational purposes only. While we strive to address a wide range of topics, please be aware that the content might not be exhaustive. The information is subject to change without prior notification. It's important to note that the FAQs do not supersede or take precedence over any applicable terms and conditions, whether from our end, the carrier, subcontractors, or any other involved parties.*

Booking

1. **How do I make a booking?** You would have already received a quotation from us which will include a unique quotation reference: QXXXXX. To confirm your booking, please complete our [booking request form](#), you can will need the following details:
 1. The date of the vessel which you would like to book
 2. Your documentation & Information
 - a. A copy of your passport
 - b. The vehicle registration/title
 - c. Addresses in the departure and destination country
 - d. Vehicle Value
 3. If applicable, a copy of:
 - a. Your temporary import permit (TIP)
 - b. Carnet De Passage
 - c. Bill of sale (for permanent exports/imports)
 4. Confirm which currency you would like to pay in £\$€ etc.
 5. Confirm whether you would like marine cargo insurance or not
2. **What are the next steps?** Once we have received your booking request forms, documentation and information, we will proceed to make your booking and provide you with the following:
 - Booking confirmation (normally we would provide this in 1 to 4 working days)
 - Delivery instructions and paperwork (we would provide this around 10 to 14 days prior to delivery of the vehicle)
 - If you need to work with one of our local agents in the country, we will also provide this information to you.
3. **Do I have to provide a deposit?**
For RORO - Generally you do not need to provide a deposit to secure a booking. On some routes we may ask for a deposit or prepayment,
For containers in container shares - we would normally ask for a deposit, as we may incur changing cancellation fees once booked
4. **Can I change or cancel my booking?**
RORO - Yes, you may change (once) or cancel your booking free of ours charges* until the earlier of a) 14 days prior to the sailing date , b) we have incurred any costs c) have started work on your export paperwork. **Any incurred costs would always be chargeable

If you cancel or change your booking after this, then a minimum \$250 cancellation fee will apply plus any incurred costs (customs clearance, insurances or any other costs incurred) any costs incurred will be fully payable, in addition to any cancellation fees.

Container - cancellation and change fees apply for all container and container share bookings, Any incurred costs would always be chargeable

Delivery / Export

5. **When do I have to deliver my vehicle to the port?** Generally, vehicles need to be at the port 3 to 4 working days in advance of sailing however this does change depending on the port. For example, in Southampton, UK, the

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vehicle only needs to be there 2 working days in advance, in the USA, the vehicle needs to be there at least 5 working days in advance. We will confirm the cut-off date for delivery with your booking confirmation.

6. **Can I leave my vehicle at the port or warehouse earlier?** In the majority of cases, yes you may leave the vehicle at the port or warehouse prior to the cut-off date, normally there is a set amount of free time. If the vehicle is delivered in advance of the set free time, then there may be additional storage charges. Free time is dependent on the carrier and port, therefore if you do wish to deliver the vehicle early, please contact us.
7. **Will you provide me instructions for delivery to the port or Warehouse?** Yes, we will provide you with full delivery instructions to the port or warehouse, and any other information and documentation required. This is normally provided shortly before your sailing (1 – 2 weeks in advance).
8. **Do I need to deliver the vehicle empty of fuel?** It depends on whether you are shipping via container or Roll on Roll Off. For Roll on Roll Off services, the vehicle must have less than one-quarter of a tank of fuel, for container services the vehicle should be delivered with the fuel in the red. This is to ensure that the container can be shipped non-hazardous, if the fuel requires draining there will be an extra cost and there are additional costs to ship hazardous.
9. **Does my vehicle have to be clean?** Generally, cargo should be delivered clean, free of any oil, soil, dust, grease or other contamination, this includes all surfaces, both internal and external. For certain destinations, customs and quarantine will inspect the vehicle and a higher level of cleaning is required, for example, Colombia, Canada, USA, Australia and New Zealand. In some cases, proof of cleaning may be required.
10. **Am I allowed to ship my vehicle with gas?** No removable gas cylinders are allowed, fixed tanks must be fully empty of all gas, some ports and carriers may request a gas-free certificate, and you must declare this to us at the booking stage so that we can seek the carriers permission if required. Generally, we would recommend buying gas in the country of destination, as it is likely you would need adapters to fill the canisters in any case. For further information, please contact us.
11. **Should I take photos of my vehicle?** Yes, on delivery of your vehicle you should record the condition of your vehicle, which should include taking comprehensive photos of the vehicle, inside and out. This would help with any insurance claim, or claim against carrier or port if any damage were to occur during the shipping process.

Please note without evidence of the condition of the vehicle on delivery to the port warehouse or where you hand it over for shipping, it is extremely difficult to make any claim for damage and therefore we strongly recommend photos are taken upon delivery and email to us so that we have a record of the same

12. **Is a condition report or survey required / recommended?** We would recommend that a survey/condition report is carried out for cargo, this is to prove the condition that it was delivered to the port and in case there is any damage to the cargo. If you would like a survey or condition report to be carried out please let us know and we will contact the port to find out the costs. Some carriers may request that a survey is carried out, any costs in relation to the survey will be billed to you. *Please note some insurance policies may require a condition report be carried out, a condition report is also quite often required by the carrier for any claims in regards to damage. At minimum you should make sure you take comprehensive photos of your vehicle inside and out to prove a condition on delivery.*
13. **Can Leave documents in the cargo, unit or vehicle?** no you must not leave vehicle registrations, invoices, Carnets identification or similar documents, they could be stolen or go missing and may be required for customs clearance and MUST not be left in the vehicle

Customs inspections / verification

14. **What happens if my vehicle is selected for further inspection or verification by customs or any other party?** If your vehicle is selected for further inspection or verification, additional costs may be incurred, this may be inspection fees, scan fees, movement, detention, demurrage, delay etc, for avoidance of doubt any costs or charges incurred would be wholly for your account.

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15. **Do I have to pay the costs if customs select the cargo for inspection?** Yes regrettably for all shipments any additional costs in relation to customs or other inspection or delay are entirely for your account
16. **What if customs delay my shipment** - if there is any delay to your shipment due to customs or any other reason, any costs incurred would be charged directly to you

Roll on Roll of shipping

17. **Can I take personal effects: For motorhomes?** For motorhomes, some carriers will allow you to take some limited items, like bedding, cutlery, camping gear and other small limited personal belongings. Any items taken must be stowed securely and out of sight, the unit should look empty, clean and tidy if inspected. Any items left in the vehicle are entirely at your own risk, neither we or the carrier will take responsibility or liability for any items in the vehicle and we are not able to insure them.

You are also responsible for ensuring that you meet any customs regulations in the port you are shipping from and to. Please note generally customs authorities in Germany in particular are paying close attention to items in privately owned vehicles, and in some cases items are being confiscated, and fines may be issued.

Please find below links to documentation produced by the carriers in regards to motorhomes and what can be left inside.

[WWL – Vehicle & Motorhome Guidelines](#)

[Grimaldi - Motorhome Guidelines](#)

[ACL – Vehicle & Motorhome Guidelines](#)

[NYK – Motorhome Guidelines](#)

K Line - May request you sign a disclaimer and provide a list of items in the vehicle

Other carriers – please contact us.

Please note the port staff will make any final decision on whether to accept cargo for shipping or not, if you have items clearly visible, not secure or represent a risk port staff at their own discretion may not accept the vehicle.

Please note at all times your shipment is subject to the conditions of the carrier and our terms & conditions. You will find that most occasions whether or not the carrier allows you to take personal effects, they state that they will not take any responsibility for personal effects or damage, and they are taken entirely at your own risk.

It is the shippers / cargo owners responsibility that you adhere to any customs regulations in the port you shipping from and the country you are shipping to.

If you wish a copy of the carrier's terms conditions please let us know and we shall forward you a copy.

Example Extracts of Terms from various carriers

"WW Ocean does not accept personal effects and will not be responsible for personal effects or any other goods shipped within automobiles, motorhomes or any other type of cargo, unless WW Ocean agrees in writing to accept such additional goods and extra freight is paid. WW Ocean reserves the right to refuse to load any cargo containing personal effects"

"Kline For used and unpacked units, the carrier is not responsible for any dents, bumps scratches, theft of any attachment parts or any objects which are inside the vehicle as well as damages of any kind – even if noted prior to shipment. During the transport, no loose items of any kind may be left in the vehicle. Carrier will deny the liability for such items. Carrier may refuse to load vehicles not adhering to the aforementioned."

"Grimaldi Any personal effects that remain within the vehicle (being not controlled for quantity, type and conditions by the Owners) travel at the risk and under the liability of the shipper. The shipper must be also aware that goods inside a Motorhome/Caravan may be subject to be controlled in transit as well as at POL & POD by Custom and/or police Authorities.

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- If second hand, carrier is not responsible for dents, bents, scratches, bumps, pilferages, missing and removable fittings and/or accessories and damages whatsoever of any kind, even if not noticed before shipment;
 - Shippers have been warned not to leave loose accessories or any loose items inside the vehicles tendered for shipment. Small Items should be packed in cartons/cases and locked in the luggage compartment and the line must be advised, at the time of booking, about the quantity and size/weight of cases or cartons involved and the number of the chassis and the exact location of the locker or luggage compartment where the accessories are stored, so as to advise surveyors to confirm the presence of the cases/cartons at the time of loading. The line will not accept any responsibility for missing items in case shippers fail to inform full details in advance;"

"Hoegh All cargo is to be free and clear of dirt and debris, and cargo must be free of any personal effects. Höegh Autoliners will not be responsible for any items left inside the unit, which are not required for the safe operation of the unit."

18. **Can personal effects or other items be manifested? (The carrier's permission required)** If you have any items to be manifested with your shipment you must provide us a complete list of items to be manifested, together values of the goods so that they can be declared to Customs. (Please note additional customs charges taxes or duties may apply)

You must put in writing to us that you to ship these items and for them be manifested prior to accepting, and that you request us to ask permission from the carrier to manifest those items prior to a booking being placed. *(Please note your booking will not be considered confirmed until you receive in writing confirmation from the carrier that these items have been accepted to be manifested, if you to continue your booking without this confirmation you are doing so on the basis that the carrier will not be allowing/manifesting any items).*

Please do not proceed to place the booking without confirmation in writing from the carrier that they will a) manifest these items b) accept the booking, if you accept the booking without confirmation, and/or you deliver the vehicle to the port for shipping these items will not have be manifested.

Please note that we must seek permission for any manifested items with the carrier, the carrier may charge extra for the items. Also as above please note generally most carriers state no personal effects, with some exceptions for motorhome (dependant on carrier), and therefore they may refuse to take the booking. (Which is entirely their choice).

Please note it is your responsibility to ensure that you adhere to any customs requirements.

19. **Can I pay additional fees to take personal effects or leave items in the vehicle** - some carriers do allow you to pay additional fees on their agreement to take items in the vehicle. Please note unless stated otherwise, the carrier would still state that the items in the vehicle were taken at your own risk whether additional fees are paid or not.
20. **Can I take personal effects with vehicles (which are not motorhomes)?** No personal effects are allowed in the vehicle in its trunk, or in roof storage boxes. Only equipment defined as standard equipment of the vehicle when delivered from the manufacturer to the dealer e.g. vehicle toolbox, spare tyre, manuals etc. are accepted.

As above - neither we or the carrier will accept any liability in regards to any items left within the vehicle, any items left in the vehicle are entirely at your own risk.

21. **What items can I not take?** You cannot take any flammable or hazardous items in any way at all including the following:
- No flammable or hazardous substances, pyrotechnics flares, oils, paints, solvents, No pressurized cans or containers or any kind
 - No medical supplies or equipment
 - No firearms or ammunition of any kind (even deactivated weapons or spent shells)
 - No perishable, dry or tinned goods or foodstuffs, plants or vegetation

Each carrier has their own rules, where these are published these will be provided to you the booking/

- **You must not leave any valuable items in your vehicle, including**

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- Electrical items – laptops, tablets & computers, GPS/navigation devices , drones, hard drives, cameras and camera equipment or similar items
 - Money, credit cards, precious stones or important documents
 - Vehicle documents (invoices, Registration, Title), or Carnet / CPD
22. **Can I lock my vehicle after delivery to the port?** The port staff will need access to the driver's seat to be able to drive the vehicle on and off the vessel. Sometimes customs or port staff may request access to other areas of the vehicle. Generally, this is on a case by case basis, dependent on the port, destination and cargo type. If you do wish to lock any part of your vehicle, please contact us in advance to discuss your requirements.
23. **Can I take my motorcycle in or attached to my vehicle?** In some cases, you can take a vehicle loaded with or with a motorcycle attached to it, however, it must be appropriately secured whether on a purpose-built platform or secured internally. Any motorcycles must be declared prior to booking and may incur additional charges. This is on a case-by-case basis and is dependent on the carrier. Please contact us for further information and details of any potential additional charges for taking a motorcycle with your main vehicle. **Important – some countries only allow tourists to temporarily import single vehicle in the country, i.e Colombia, therefore it can be advantageous where possible to have the registration in your partners or even both names. For Colombia a separate Bill of lading is required for each vehicle and therefore this may incur additional fees.*
24. **Can I take bicycles in or attached to my vehicle?** In some cases, you can take a vehicle loaded with or with a bicycle attached to it, however, it must be appropriately secured whether on a purpose-built platform or secured internally. Any bicycles must be declared and may incur additional charges. This is on a case-by-case basis and is dependent on the carrier. Please contact us for further information and details of any potential additional charges for taking a bicycle with your main vehicle.
25. **Delivery & Measurement** It is your responsibility to ensure that the vehicle is delivered in its smallest configuration, this means having all accessories retracted, and folding in the wing mirrors (please take photos of the unit as delivered on quay).
- The carrier may measure the vehicle, they would normally measure its largest proportions including any accessories and wing mirrors, if these measurements are greater than those that have been declared by you, you will be charged for the measured dimensions at the applicable rate. Please note it is your responsibility to ensure that the dimensions declared are correct, and the vehicle is delivered in accordance with the declared dimensions (i.e ensuring any accessories are retracted, wing mirrors folded in)
26. **Vehicle measurements?** You would have already provided us with the dimensions of your vehicle, however, you should check that these are accurate. The measurement should represent the longest length, the highest height and the widest width of the unit including accessories and mirrors.
27. **What if my measurements are different from those measured at the port?** If your vehicle is measured at the port and there is a discrepancy between the measurements declared and those measured, we will provide you details of the new measurements. On most occasions, you will have the opportunity to have the unit remeasured if you disagree with them however it would be at your cost. If the measurements are greater than those declared you will be billed the rate applicable for the measured dimensions. (Penalty fees may apply). - Please note it is your responsibility to ensure that the dimensions declared are correct, and the vehicle is delivered in accordance with the declared dimensions (i.e ensuring any accessories are retracted, wing mirrors folded in)
28. **Damage to vehicles** - please note all cargo is shipped subject to the conditions of the carrier and our own conditions. Please note generally most carriers state that they do not take any responsibility for to damage to the vehicles, including and not limited to (chips, dents, bents, marring, bumps, and scratching) therefore it is recommended that you take out appropriate insurance to cover for the same when possible.

If you wish a copy of the carrier's terms conditions please let us know and we shall forward you a copy.

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Container shipping

29. What are the door sizes of the container?

Container dimensions

40ft

Door opening height 2.58m (inside 2.69m)

Door opening width 2.34m

Usable internal length 11.25m

20ft

Door opening height 2.28m (inside 2.39m)

Door opening width 2.34m

Usable internal length 5.50m

30. **What if my vehicle is too tall or near the door opening height?** – It is important to note that where your vehicles height is greater than the door opening height, or within 10 cm of the door opening height or opening width, it is entirely your responsibility to ensure that the vehicle will fit inside the container safely. Loading is entirely at your own risk, neither we, the warehouse or any subcontractors will take responsibility for any damage that could be caused during loading.

31. **Does my vehicle have to be clean:** Generally, cargo should be delivered clean, free of any oil, soil, dust, grease or other contamination, this includes all surfaces, both internal and external. For certain destinations, customs and quarantine will inspect the vehicle and a higher level of cleaning is required, for example, Colombia, Canada, USA, Australia and New Zealand. In some cases, proof of cleaning may be required.

If the container is left dirty, if there is any oil spills etc, the carrier may charge additional container cleaning fees

What happens if I damage the container? If any damages caused to the container from the loading of your vehicle, or use of the container for your shipment, any charges incurred from the carrier for any repairs be for your account.

32. **Can I take personal effects?** – Yes, you may pack personal effects in your container, a packing list will be required for customs.

33. **Can I lock the vehicle and keep the keys?** It really depends on the route which we are shipping you, and your availability to be present when the container arrives. For shipments into Europe, it is better the keys are left with the vehicle so that the container can be unloaded in a timely manner. For shipments to other parts of the world, we may recommend keeping the vehicle keys with you, however, this is on a case-by-case basis, so please contact us in regards to your specific requirements.

34. **What items can I not take?** You cannot not take any flammable or hazardous items in any way at all including the following:

- No flammable or hazardous substances, pyrotechnics flares, oils, paints, solvents, No pressurized cans or containers or any kind
- No pressurised cans or containers of any kind
- No cleaning liquids or substances
- No medical supplies or equipment
- No firearms or ammunition of any kind (even deactivated weapons or spent shells)
- No perishable or tinned goods or foodstuffs, plants or vegetation
- No Lithium-ion batteries (unless declared as Hazardous – SDS / MSDS sheet & UN38.3 Test report required - Additional fees apply) – Must be advised prior to booking and accepted in writing.
- Your fuel tank must be empty / in the red.

You must not leave any items / valuable items in your vehicle, including

- Electrical items – laptops, tablets & computers, GPS/navigation devices, drones, hard drives, cameras and camera equipment, printers or similar items

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- Money, credit cards, precious stones or important documents
- Vehicle documents, invoices, registration or Carnets
- Commercial items, or items for sale
- Any items household items in relation to house moving/relocation

Auxiliary batteries & Lithium batteries

35. **Auxiliary batteries** must be disconnected and the terminals protected.
36. **Lithium Auxiliary batteries** the rules for different batteries may differ by the mode of transport, i.e. Roll on Roll Off or container, and the carrier transporting them. Therefore as per our terms conditions these must be declared and agreed with us in writing.

For containers - they must be shipped hazardous and they will incur additional fees for both import and export
For RORO - it depends on the carrier, therefore please speak to us.

Currently WWL & ACL will accept installed lithium batteries.

Under all circumstances is your responsibility to ensure that you have verified and obtain the documentation for your battery, this may include the MSDS, SDS & UN38.3 summary test sheet or UN38.3 full test sheet, and that you adhere to any regulation or rules for dangerous and hazardous cargo.

You must declare these to us prior to booking.

It is the sole responsibility of the Client to explicitly declare in writing the presence of any hazardous or dangerous cargo, provide all requisite documentation and descriptions, check and verify any specific requirements under imo code or any other rules or regulation and secure explicit written approval from the Company for the shipment of said cargo. In the absence of written confirmation, the goods must not be shipped. It is important to note that providing a packing list does not constitute a written declaration, and the acceptance of a packing list does not imply approval of the goods' details, any items or any hazardous nature thereof.

Always subject to acceptance of the cargo by the carrier and port

For further information please read our terms and conditions

GAS/LPG Tanks

37. **The rules regarding gas tanks vary by mode of transport and carrier however generally we do not accept removable gas tanks unless they are accompanied by a gas free certificate.**

Most clients will find that it is not only cheaper but more practical to buy a new take at the destination, as it would have the correct fittings for refill in that particular region or country.

Fixed tanks may be taken provided there is a gas free certificate

You must declare these to us prior to booking any gas or LPG tanks.

It is the sole responsibility of the Client to explicitly declare in writing the presence of any hazardous or dangerous cargo, provide all requisite documentation and descriptions, check and verify any specific requirements under imo code or any other rules or regulation and secure explicit written approval from the Company for the shipment of said cargo. In the absence of written confirmation, the goods must not be shipped. It is important to note that providing a packing list does not constitute a written declaration, and the acceptance of a packing list does not imply approval of the goods' details, any items or any hazardous nature thereof.

Always subject to acceptance of the cargo by the carrier and port

For further information please read our terms and conditions

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E=bikes & Push bikes

38. if you are shipping a motorhome or similar vehicle , then e-bikes and pushbikes are normally accepted on most carriers provided:
- they are secure from movement, either on a purpose-built mount, or stowed in your storage area
 - they do not prevent access to the vehicle
 - **the batteries removed from the e-bikes**
 - they are taken entirely at your own risk

Vessel tracking / Route

39. **Can I track the vessel?** Yes, you can track the vessel on marinetraffic.com, enter the vessels name in the search box and the website will show you the current position of the ship and next port of call.

Only a few carriers allow you to track the vessel on their own website using either the booking number or BL Number, if they do, we will also provide you with the link.

WWL	Tracking Link
Kline	Tracking Link
Hoegh	Tracking Link
NYK	Tracking Link
Grimaldi & ACL	Tracking Link
Maersk	Tracking Link
MSC	Tracking Link

40. **Is the vessels route guaranteed?** No, We do our best to provide as much information as possible as to the route of the vessel and the stops that it makes, however the route and stops are not guaranteed, these can be changed by the carrier without notice. Therefore any information provided is for information only and should not be relied upon.
41. **Is this a time guaranteed service ?** No, this is not a time guaranteed service or a premium service, generally timeliness in the shipping industry are not reliable, shipping dates can and do change, services can be cancelled, they can leave earlier or later and there can be delays en route. The shipping companies can change the route of the vessel, and decided not to call at some ports. Although we try our best to provide you reliable information on the departure and arrival dates these cannot be guaranteed and you should not place reliance upon these dates for any reason.

Clearing agents and services

42. **Do I have to use your services for export?** For all exports, you must use our services or our appointed agent's services for export procedures.
43. **Do I have to use your services for import?** No, you may appoint your own agent to assist you with import procedures, or you may use our services and appointed agents. If you do decide to use your own agent, we would request that you provide us with their details prior to delivery of your vehicle to the port or warehouse.
44. **Can I self-clear/ carry out import procedures myself?** It depends on the port of arrival, some destinations or carriers require that a local agent is used, and therefore self-clearing is not possible. For some destinations and ports, self-clearing is possible, if it is, you will be given the choice to use our services or to carry out the clearing yourself. You will be provided information in your quotation as to whether you can carry out self-clearing.

Import / arrival

45. **Will I be advised of when the vessel arrives?** If you have chosen to use our services for import procedures, then we will advise you of the arrival of the vessel. Normally the carrier will provide us with an arrival notice 3 to 5 working days in advance. If you have not chosen to take our services, then either the carrier will contact you or your agent directly, or you will have to contact the carrier for further information.

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46. **What is the procedure on arrival if I have chosen to take your services?** We will notify you when your vessel is due to arrive, the procedure is different at individual ports however this is the procedure we would normally undertake: *(expect clearance under normal circumstances to take 3 to 5 working days from the arrival of the vessel, if the cargo is selected for an inspection then it may take 5 to 10 working days or more)*
- We will notify you of the expected time of arrival, and expected pickup date, we will only know the exact date once the vessel has actually arrived, the vehicle has been discharged (this can take 24 to 48 hours), and it has been customs cleared.
 - Once the vessel has arrived and destination country, Customs will advise us whether it has been selected for further inspection,
 - If it has not been selected for further inspection we would expect to receive customs clearance in 2 to 5 working days
 - if it has been selected for inspection, then this will normally delay the release process, there may be a requirement for the inspection process to be attended, or for it to be booked in for scanning. Generally being selected for inspection will delay the release by 3 to 7 days, but this can take longer.
 - If you are required to provide any documentation or carry out any of the procedures in person, we will notify you of this and provide instructions.
 - On confirmation that the vehicle has been customs cleared, we will then notify you that you may pick up the vehicle, please note all fees must be settled prior to picking up the vehicle.

Please generally note, that there are often delays in the arrival of shipments, and quite often they can be delays with customs clearance or inspections, and therefore we strongly advise that you do not go to the port until such time we advise you when the vehicle has been fully customs cleared.

47. **Can I leave my vehicle at the port or warehouse for collection later?** Yes, you may leave the vehicle at the port or warehouse for collection later, generally there is a set amount of free time where no additional charges will be incurred, however, after this, there would be storage charges. Please note this is on a case-by-case basis, some countries have strict rules regarding the amount of time a vehicle can be left at the port, please contact us for further information.
48. **Are there any charges that are not included in your quotation?** Any taxes, duties, or additional fees in relation to customs inspections, quarantine intervention/inspection, container detentions or delays are not included in our quotation and will be on the account of the consignee, unless stated otherwise.
49. **When can I go to the port or warehouse to collect my vehicle?** It depends on the port of arrival and shipping method. Generally speaking under normal circumstances your vehicle be ready for collection 3 to 5 working days after arrival of the vessel. However we strongly advise that you do not go to the port or the port terminal to wait for your vehicle to be released until we have confirmed that Customs release has been received, as there are routinely delays. If your vehicle has been selected for customs inspection this may take even longer, and there is no guarantee of how long the process will take.
50. **My vehicle has been selected for a customs inspection what I need to know?** Customs inspections in many destinations are very routine / usual, it could be a simple carnet inspection, an agriculture inspection, x-ray, or full inspection.
- You may be requested to attend the inspection, this is wholly dependent on method of shipping & the port of arrival & Customs, we will let you know if your presence will be needed.
 - If there are any locked cupboards or areas of the vehicle, then the keys will need to be delivered at your own cost to the terminal, warehouse or our local agent.
 - If you have shipped via container, then there will be additional fees for customs, and storage of the container, these can be quite significant in some parts of the world, and unfortunately our wholly unavoidable, and for the shipper to pay.
 - If you have shipped via Roll on Roll Off, and there is a requirement for the inspection to be attended, then there will be additional fees payable and there could be additional x-ray or customs inspection costs.
 - It is very likely that if you're cargo is been selected for inspection, that there will be a delay upon release, on average been selected for inspection will add 3 to 5 working days to the release, but it could be longer.
 - Under no circumstances, should the shipper go to the terminal themselves to attempt to expedite the process or wait for release without our instruction, as in the majority of cases, this actually causes a delay.

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**It is very important to take note that, all charges in relation to being selected for a Customs inspection are chargeable to the shipper, and that these must be fully paid prior to release of the cargo.*

Marine cargo insurance

It is essential that Marine cargo insurance is taken out for your goods without insurance it is unlikely that your cargo will be fully be covered for loss or damage, or that any liability will be significantly limited, subject to both our conditions, any subcontractor or warehouse and the carriers. You should not assume that since the vehicle is in a third party's possession that they will have the responsibility and liability to fully cover any damage or loss. You may also be liable for general average claims.

Do you provide Marine cargo insurance? Yes, we provide two different types of marine cargo insurance , one for normal vehicles, and one for camping because motorhomes and similar vehicles .

We offer the following options,

- **Insurance type I** All risks excluding chips dents marring and scratching) - this will cover your vehicle for total loss and significant damage. This does not cover personal effects inside the vehicle.
- **Insurance type II** All Risks (for motorhomes and similar vehicles) - this covers damage to the vehicle, and items inside the vehicle up to €15,000.

Insurance type II *the insurance normally covers the following:*

- Total loss
- Significant damage
- General average claims
- Up to €15,000 of items in the vehicle
- Bicycles
- The cover exists from the time of drop-off at the port of departure until pick-up at the port of arrival.

51. **How is the cost calculated - The cost is calculated follows:**

Insurance type I The insured vehicle value plus shipping costs x the percentage of the policy chosen
insurance type II

Insured Value (up to)	Single Trip	Multi-trip
	With Personal effects up to €15,000	With Personal effects up to €15,000
€ 25,000	200	400
€ 50,000	300	600
€ 100,000	425	850
€ 150,000	545	1090
€ 200,000	695	1390
€ 300,000	825	1650
€ 400,000	900	1800
€ 500,000	1000	2000
€ 750,000	1300	2600
€ 1,000,000	1550	3100
+ Please ask		

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52. **Does the insurance cover personal effects for RORO** - for motorhomes and similar vehicles are insurance does cover up to €15,000 of items in the vehicle
53. **Does the insurance cover modifications to the vehicle?**
Insurance type I Yes provided they are professionally installed and can be proven with receipts etc.
Insurance type II - Yes
54. **Do we recommend taking out insurance?** Yes we believe it is essential, as there is limited liability on the carrier and all other parties in relation to the shipment and cargo, it is also important to protect yourself from General Average claims.
55. **Can I see the terms conditions** – yes, you can view them

1.

[Type I Policy](#)

[Type II Policy](#)

56. **Is there an excess on the policy?**

Insurance type I USD\$750

insurance type II – subject to an excess of between €500 & €1000 depending on the insured value

Deductible/ Excess €500 Insured value under €499,999

Deductible/ Excess €1,000 Insured value above €500,000

57. **Do you provide insurance for personal effects? Type II insurance** Yes, for Roll on Roll Off shipping for motorhomes and similar vehicles, Type II insurance covers up to €15,000 of items in the vehicle included in the policy.

For container shipping ,The cost for personal effects is 1.3% of their value with a minimum charge of €£90.
(Please note is self packing any goods may limit insurance coverage, please see the specific policy terms conditions for more information)

Payment

58. **When will I be invoiced?** We will normally invoice you for all costs once the vessel has sailed, sometimes we may invoice you a few days prior to the arrival of the vessel if we have booked this on a collect basis, and sometimes for certain shipments, we may ask for advance payment. We will advise you when payment is due with your booking.
59. **How can I make payment?** Payment can be made by bank transfer, we can accept money in USD to a USA bank account, EUR to a Belgium based bank account, AUD to an Australian bank account and GBP to a UK bank account. Unfortunately, we are not able to take payment by cheque and we able to collect payment by cash. Please note sometimes a proportion payments may be payable locally in cash, if this is the case, we will advise you.
60. **I would like to pay by Credit or Debit Card** – We can accept payments by debit or credit card subject to a transaction fees for Non UK Cards (Normally around 3% -3.75%), you can also use a service like [TransferWise](#) to collect money from your card and have this transferred to one of our bank accounts.
61. **Will you pay my bank fees?** No, you must ensure that you cover any bank fees for making a payment to us. We must receive in our account the full amount in the currency invoiced.
62. **What are your bank account details:**

British Pounds GBP £

Bank:

Lloyds

Account Name:

International Vehicle Shipping Services Limited

FAQ'S

Sort code 30-98-97
 Account 46373960
 IBAN GB52LOYD30989746373960
 BIC / Swift LOYDGB21031
 Bank address Butler place, 1 Legg Street, Essex, CM1 1JS, Chelmsford United Kingdom

Euros EUR €
 Bank TransferWise Europe SA
 Account Name International Vehicle Shipping Services Limited
 IBAN BE53 9670 2350 2153
 BIC / Swift TRWIBEB1XXX
 Bank Address Rue du Trône 100, 3rd floor, Brussels, 1050, Belgium

US Dollars USD \$
 Bank Name Evolve Bank and Trust
 Account Name International Vehicle Shipping Services Limited
 Account Number 8310012268
 ACH and Wire RN 026073150
 BIC / Swift CMFGUS33
 Bank Address Wise 30 W. 26th Street, Sixth Floor, New York NY 10010, United States
 Our address 30 W. 26th Street, Sixth Floor, New York NY 10010, United States

Alternative USA USD Account details

US Dollars USD \$
 Bank Name Lead Bank
 Account Name INTERNATIONAL VEHICLE SHIPPING SERVICES LIMITED
 Account Number 217509646123
 ACH routing number: 101019644
 Wire routing number: 101019644
 BIC / Swift REVOGB21
 Intermediary BIC CHASGB2L
 Bank Address Lead Bank 1801 Main Street, 64108, Kansas City, United States
 Our address 1801 Main Street, 64108, Kansas City, United States

**Payment must be received in full in the currency invoiced, the client is responsible for any bank charges, so please ensure you have accounted for these when making the payment.*

**Please ensure you use the full account name, if your bank does not allow all the characters, please continue in the reference field, For USA payment please ensure you state the bank address "Exactly" as above.*

**USA Payment double check with your bank with it's a Wire or ACH payment, a wire is normally same day and costs around \$30. It is important the correct routing code is used for the payment method.*

Permanent Imports / Exports, taxes and duties

63. **Do you provide services for Permanent Import and Export?** Yes, for certain countries we can provide permanent import and export services, these include European countries (Germany, Belgium, Netherlands, United Kingdom), Australia, South Africa, the United States and Canada.
64. **Does your quotation include the costs of any duties and tax payable?** Our quotation excludes any taxes and duties payable, this will be calculated once we have secured your booking.

Booking flights, accommodation or other transport

65. **Can I book my flights once the shipment has been confirmed?** We generally advise our clients to book refundable flights or to book them once your vehicle has been loaded on to the vessel and has been shipped. The reason for

FAQ'S

this is that sailing dates and schedules can change without notice, the carrier can even cancel the sailing. Different routes have different levels of risk, please contact us for further information in relation to specific requirements.

**Please note neither us or the carriers are liable for any costs incurred in relation to delays or cancelled shipments.*

What are your terms & conditions, and are there any restrictions on liability.

66. **Our terms conditions can be found here** [terms and conditions](#), these terms & conditions also set out any liability limitation, you should ensure that you have fully read and understand the terms conditions in full prior to booking. The terms also set out If you have any questions in regards terms conditions please do not hesitate to ask.
67. Please note the shipment is also subject to the carrier's terms conditions/ Bill of lading conditions you can find details of these for some carriers listed below , for any others please ask us to obtain a copy for you .

It is important to note, that the majority of carriers will state on the bill of lading that they are not responsible for damage to vehicles or pilferage, this includes and is not limited to dents, bents, bumps, scratches and marring. We strongly advise taking out an insurance policy for your vehicle, as the carriers and our liability is limited.

[WWL](#)

[ACL](#)

[Grimaldi](#)

[NYK](#)

[Kline](#)

[MOL](#) [Waybill](#) [Used Vehicles](#) [High and Heavy](#)

**Please note we do not take any responsibility for the accuracy of the above links, you should ensure that you are reading the latest terms conditions, bill of lading, waybill for the carrier which you are shipping on.*

Vehicle damage / Insurance claims

68. **What should I do if my vehicle has been damaged?** The first and most important thing you must do, is to record the damage, it would be best to take photos of any damage and then report this to the port in writing. Most ports will have a shipment damage process to follow, and will provide you with a damage report. This report is required to prove the state of the vehicle on receipt of delivery at the port. You should not leave the port until the damage has been recorded and reported.
69. **How do I make a claim for damage if I have insurance?** If you have taken out marine cargo insurance then you should follow the instructions contained with the insurance policy, this will include notifying the carrier in writing of a claim, and then contacting the handling agent in the country of arrival.
70. **How do I make a claim for damage if I do not have insurance?** If you have not taken out marine cargo insurance which covers any damage that has occurred then you should follow the instructions in FAQ 41, and forward evidence of the damage together with the report to the carrier's claims department. The carrier will need to ascertain whether the damage took place on board the vessel or at the port. You must be able to provide evidence of the vehicles condition prior to and after shipping.

**For any claims it is extremely important to be able to demonstrate the condition of the vehicle prior to shipping and on receipt, and provide suitable evidence, and an estimation/value of any claim made. As above you should not leave the port without having the damage confirmed in writing, without this it is extremely hard to make a claim. Prior to delivery it is advisable to take photos or to request a condition report or survey to be carried out. Please note condition reports or surveys are at the shippers cost and must be requested.*

Contact

71. **How can we contact you?** You can contact us by email at quote@ivssuk.com or by telephone UK T: +44 203 787 4201 / US T: +1 917-781-4536
WhatsApp [IVSS Sales](#) / IVSS Operations

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72. What are your working hours? Monday – Friday 9 am to 5 pm (Time Zone United Kingdom)
Closed on Public Holidays & Weekends.

73. Can I contact you outside of working hours? For emergencies, yes you may contact us outside of working hours, we are constantly monitoring emails, and whatsapp. For general non-urgent enquiries, we would ask you to send us an email. - Please only contact us for real emergencies outside work hours - we are unable to help with general operational or sales calls

74. Will you provide me with contact details of local agents? Yes, we will provide you with the contact details of any local agents where you need to interact with them, for either delivery or pickup of your vehicle. These details are provided after we have confirmed your booking.

Shipping your vehicle not in your name / or financed

If you are shipping a vehicle that is in somebody else's name or in the business's name then we would require the following:

- 75. if the vehicle is financed**
 - a. letter from the financing company (Notarised)
 - b. the original title
- 76. if it is in another individual's name (not financed)**
 - c. a notarised letter (POA/ poder in both English and the language of the current country you are shipping to) providing permission to export and use the vehicle abroad
 - d. A copy of the passport of the owner detailed on the vehicle documents
 - e. the notary stamp and signature must be on the paperwork, they must provide their notary number
 - f. we would recommend that documents are apostilled
 - g. the original title (USA Vehicles) / other countries the registration
- 77. if it is in a company's name (not financed)**
 - h. a notarised letter (POA/poder in both English and the language of the current country you are shipping to) providing permission to export and use the vehicle abroad
 - i. if it's a company must be on company headed paper
 - j. evidence of company ownership, i.e notarised, statement of facts or company information
 - k. the notary stamp and signature must be on the paperwork, they must provide their notary number
 - l. we would recommend that documents are apostilled
 - m. the original title (USA Vehicles) / other countries the registration

*for USA vehicles, registrations are generally not accepted (only a valid title), where the vehicle is from a state where a title is not issued, the bill of sale must be provided with the registration, together with confirmation that the vehicle is exempt from a title. An additional \$100 verification and admin fee will apply.

*It is always up to customs upon export and import with the documentation provided is sufficient or not, providing the documentation above does not guarantee customs acceptance.

It's important to note that there are some countries in South America even with the above paperwork which may query, require additional verification or may even reject entry of the vehicle where little quotation is not in the name of the owner.

It's important that the shipper understands these risks.

Different countries have different requirements, if you are using these documents for crossing borders, as well as shipping, on some occasions you may find that they could ask you to have your documentation apostilled in a regional embassy

We would recommend that you/the client speak to a legal professional to have these documents drawn up (we do not provide legal advice).

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It's important to note that routinely as part of due diligence we may verify the documentation received, that any notary, letter or title is valid.

This may be by contacting the financing company / bank, carrying out of vehicle or company search, or even calling the notary to verify.

Important customs information

Please note that it is the owner's responsibility to ensure that their vehicle complies with customs regulations in the countries of origin and destination. We cannot accept responsibility for potential delays or costs in the event of non-compliance or difficulties being experienced with the relevant customs or quarantine services and we always advise our clients to familiarise themselves with regulations. Useful information can be obtained from the local embassy or consulate or directly from the local customs authorities.

Why book with IVSS?

- We are a global leader in vehicle shipping for both businesses and private shippers.
- We specialise in shipping all types of vehicles for permanent or temporary importation.
- We specialise in shipping privately owned vehicles, motorhomes, camping cars and expedition vehicles for tourism purposes.
- We are specialists in providing logistics support for organised tours, expeditions and production companies.
- We have unmatched and unrivalled knowledge, experience and contacts for reliable and smooth shipping worldwide.
- We have a proven track record of shipping vehicles worldwide.
- We are strong supporters and contributors of those who travel with their vehicles worldwide, in fact, we donate our own money and time to help the not for profit Overlanding Association, and are proud to say that we are the only shipping company to actively support and contribute to the Association.
- We regularly attend, contribute and run educational seminars at trade shows for those travelling the world.

Please visit us on Facebook: facebook.com/IVSSUK/

Or our webpage: IVSSUK.com