

PIY FILL-A-BOX

Sometimes you just don't have the larger quantities to send overseas that many freight companies prefer. Calling freighters all over town and getting rejected can really ruin your day. If what you need to send packs up to about the size of a wine box or a little larger, this outstanding service for "in-between" sized consignments is a handy solution. **Fill-a-Box is designed specifically for efficiently sending smaller freight overseas** and will supply you with a Box-kit for packing your items into along with a hassle-free courier service to send it overseas.



YOUR FREQUENTLY ASKED QUESTIONED ANSWERED...

1. WHAT CAN I GET WITH FILL-A-BOX?

- ✓ **Easy to use Box-kit** in standard or standard-plus size for you to fill and send at your leisure
- ✓ **Dependable Export Clearance** allowing your full box to leave the country
- ✓ **Hassle-Free International Couriering** of your box to its overseas destination
- ✓ **"All Risks" Transit Insurance (optional)** – very rare with "self-packed" effects and available **only** from P-I-Y REMOVALZ™ with the use of our Box-kits and freight system
- ✓ **Overseas Customs Clearance & Delivery** of your box (Customs duties and taxes excluded)

2. WHAT IS THE MAXIMUM WEIGHT I CAN PACK MY BOX TO?

Fill-a-Box standard is 10Kg
Fill-a-Box standard-plus is 15Kg

You can view the boxes from the shop at www.pakityourself.co.nz or drop in and view them firsthand. Standard is wine box sized and standard-plus is a little larger

3. WHAT IF MY BOX EXCEEDS THE MAXIMUM WEIGHT?

There's no drama if this happens. You have the choice of reducing the weight by removing some items or you can pay the per kilogram excess when we freight your box

4. HOW DO I OBTAIN A BOX-KIT?

If you want to make sure the kit size you prefer is available before you come in to collect it, phone or order it first from the shop at www.pakityourself.co.nz

5. WILL YOU COLLECT THE BOX FROM ME ONCE I'VE FILLED IT?

No. Part of what makes this service popular is the "no frills" nature of doing things yourself... and when it ultimately suits you. Once your box is full and you've completed your simple paperwork, just drop it in with your payment and we'll take care of the rest

6. WHAT IF I DON'T WANT THE BOX SENT IMMEDIATELY?

No problem. We have secure storage available at our site for your packed box – but you'll need to let us know in advance that you need storage and for how long so we can ensure space is available when needed and advise you on your insurance responsibilities during storage

7. CAN I USE MY OWN BOX?

No. Destination rates are based on a certain size and maximum weight for this service. In addition, the box-kits supplied have been approved for a full-cover Transit Insurance cover.

PIY operators will not accept any other boxes than our Box-kits for freighting and do not recommend freighting without insurance

8. HOW MUCH DOES A BOX-KIT COST?

The latest Box-kit prices can be viewed from shop at www.pakityourself.co.nz. All Box-kits include the necessary packaging materials and paperwork with the box so you can pack items properly

9. IS MY BOX AUTOMATICALLY INSURED WHILE IN TRANSIT?

No. Because we don't want to obligate you to pay for insurance you may not want, you must **specifically** obtain Transit Insurance from us *before* your full box is moved.

Household insurance is not the same thing as Transit Insurance so it's important you consider obtaining cover for your items while they're travelling just in case things go wrong.

Provided you purchase a Box kit from us, pack things as instructed and complete your paperwork correctly, you'll be able to purchase an "All Risks" Transit Insurance policy through us to cover the items while they're travelling. Transit Insurance information can be found in the PIY Booklet

10. HOW MUCH IS THE TRANSIT INSURANCE?

Our Transit Insurance is surprisingly affordable.

Transit Insurance is generally based on the total value of the packed items plus the international freight. Because most people don't know the total value of their items until they've packed everything up, you'll be provided with a **rate** on your quote. Once you've totalled up the value of the items you're sending using the paperwork supplied with your Box-kit, you'll find it really easy to calculate your insurance premium. You can then determine whether to purchase insurance or risk the loss should something go wrong

11. HOW DO I OBTAIN TRANSIT INSURANCE?

Simple. Just tick 'yes' to the insurance question when you complete "Your Fill-a-Box Instructions" form then choose which level of excess you prefer

12. WHEN DO I PAY?

Fill-a-Box operates on a pay-as-you-go system...

1st you'll need to purchase and collect your Box-kit

2nd you'll need to pay your international courier costs and any storage you may require when you bring your full Box in for freighting

This process keeps the PIY system flexible for you and helps with budgeting. Cash or Internet banking are the current methods of payment

13. WILL THERE BE COSTS OVERSEAS?

It's always possible that Customs overseas may require payment for duties or taxes depending on what you're sending and its value. All goods arriving in an overseas country are assessed during customs clearance for duties and taxes and these are **not** included in your Fill-a-Box costs.

It's important to stress that the Fill-a-Box service is not for commercial use or for sending valuables... these situations will almost certainly attract duties or taxes.

Should any Customs duties or taxes become payable you'll be advised immediately. These costs will then need to be paid before your box can be delivered to the overseas address. You or the overseas person you've sent the box to can pay these charges by cash, bank cheque or Internet banking

14. ARE THERE ANY TIME LIMITS WITH THE OVERSEAS CUSTOMS CLEARANCE?

Yes. Freight can only remain in customs bond without attracting expensive storage fees for a few days so the sooner this is dealt with the better. If you expect to be out of contact or there'll be no-one overseas to receive the box when it arrives, you're best to talk to your PIY operator about storage *before* your box is sent as standard storage back home may cost less than bonded storage overseas

15. WHY DOES MY BOX HAVE TO BE CLEARED THROUGH CUSTOMS?

Just like people travelling, anything and everything that crosses an international border has to be cleared through Customs, MAF Quarantine and any other Government Agency who has an interest. Any of these Agencies may issue instructions before they'll be satisfied that your items are OK to go and there are often fees to be paid to these Agencies in the process.

This means your box has to be cleared for export **before** it can leave and it has to be cleared on its arrival overseas **before** it'll be released. Your PIY operator will take care of these clearances as part of your international freighting however the overseas clearance costs exclude any customs duties and taxes that could eventuate.

These Customs processes are the reasons why your paperwork is so important and why the Fill-a-Box system has been so carefully designed to make things as simple for you as possible

16. SHOULD I UNDERVALUE THE CONTENTS OF MY BOX TO AVOID CUSTOMS?

No. Don't ever do this and don't listen to anyone who suggests you do. Undervaluing won't avoid Customs as anything and everything that moves across any border anywhere in the world is assessed for Customs duties and taxes. Being caught undervaluing the contents of your box will land you in more trouble than its worth – and it could cause you legal problems in the process. Always complete your paperwork honestly and accurately

17. WHAT KINDS OF THINGS *SHOULDN'T* I PACK?

This list is not intended to include absolutely everything but it should help you think carefully about things as you pack...

- **Never** pack seeds, honey, frozen food, chilled food or fresh fruit as it will likely perish during transit and cause all kinds of MAF Quarantine problems
- **Be very aware** that items made from inadequately treated natural materials like wood, straw, bamboo, rattan, bark, plant material, pot pourri, decorated pinecones, dried arrangements, feathers, animal hides and skins, etc can attract attention from MAF Quarantine. This kind of delay can be expensive so if in doubt, leave it out
- **Think twice** about any electrical appliances that plug-in to a wall socket... not all countries use the same wall sockets and power ratings as each other
- **Always** remove and discard batteries from appliances and remote controls, etc – batteries can corrode during transit and are considered hazardous
- **Never** pack explosives, household cleaners, paints, varnishes, aerosols (like hairspray, deodorisers, etc), fuels, oils, or solvents of any kind (like turpentine, methylated spirits, thinners, nail polish remover, etc) – these items can leak and are considered hazardous
- **Never** pack valuables like jewellery, money, tickets, stamps, trinkets, etc or important papers – items like this should travel with you or by registered mail for your security
- **Don't** pack drugs, medicines or pharmaceutical substances of any kind – substances like these will likely create Customs delays
- **Don't** use this service for sending valuable works of art, statues, figurines, sculptures and the like – it's not designed to handle items of this nature. You should ask your PIY operator to recommend an alternative service
- **Never** pack anything used that's damp or dirty. Always scrub and dry footwear, camping gear, tools, saddlery, etc squeaky clean to avoid contamination of other items and MAF Quarantine problems overseas
- **Consider** the condition of older belongings like chipped crockery, worn out clothing, etc. Be brutal about what deserves to go and what's best left behind because you're paying freight for everything that goes... and this can make some items very expensive if they end up discarded at the other end
- **Reconsider** packing more than a couple of bottles of wine or spirits, etc – the extra weight could tip you over the maximum box weight and add to your freight costs plus, it may attract Customs duties or taxes overseas

18. WHAT ARE HAZARDOUS GOODS?

This includes any item that is noxious, dangerous, hazardous, flammable, explosive or likely to cause damage. The expression "likely to cause damage" **includes** items that could harbour or encourage vermin or other pests.

Any item that's hazardous, no matter how small, can make your entire box load hazardous and therefore, the truck, ship or plane it travels on. This kind of risk to people and property can attract surcharges and penalties so it's important for you to be very aware of "hazardous" items as you pack

19. ARE THERE DEADLINES AT CHRISTMAS TIME?

If you have gifts to send, it's safer to get your packed box to your PIY operator for freighting no later than the 1st week of December. The Christmas period gets very busy as people and cargo compete for the same space - if you leave it this late you run the risk of your box getting held up in the freight queues

20. WHAT IF I'VE GOT MORE TO SEND?

No problem. A better option for you is our **Pak-It-Yourself** service. For those moving flat, house or mansion, this unique self-pack service supplies you with a PIY Starter-Kit based on the number of rooms in your home. PIY Starter-Kits contain the basic packaging to get you started and the service provides Hassle-free International Freighting with optional Transit Insurance. Alternatively, you can just order the packaging you need to suit the job you're doing. Details of this service can be found in the PIY Booklet or just click on **Pak-It-Yourself** at www.pakityourself.co.nz

21. WHAT IF I'VE GOT MORE TO SEND BUT DON'T WANT TO PACK MYSELF?

No problem. The best service for you is **Premiere**. This great service is for those moving flat, house or mansion and sees *everything* from packing to delivery being done for you. Details of this service can be found in the PIY Booklet or just click on **Premiere** at www.pakityourself.co.nz

22. SO HOW DO I USE THE FILL-A-BOX SYSTEM?

It's really easy...

- a. Contact your nearest PIY operator for a Fill-a-Box quote
- b. Order, pay and collect your Box-kit
- c. Complete "Your Fill-a-Box Instructions" form included in your Box-kit

AND

- d. When you're all packed up and ready to go, drop in your full box

Forms can be sent to you by fax, post or email or you can complete them quickly online at www.pakityourself.co.nz

23. HOW DO I CONTACT YOU?

You can quickly obtain the contact details of your closest licensed operator from the **website** at www.pakityourself.co.nz

We sincerely look forward to hearing from you.

