

# PIY OVERSEAS

Packing up your home to move overseas may at first seem daunting. But the reality is it's actually not that difficult, especially since we've removed the packaging and Transit Insurance problems.

All you need is know-how and friendly professional support... so why pay someone else when you can do it yourself with our easy to use PIY system?



## YOUR FREQUENTLY ASKED QUESTIONED ANSWERED...

### 1. WHAT SERVICES CAN I GET WITH PIY OVERSEAS?

You won't be left on your own to work things out for yourself should you get stuck with anything. The beauty of Pak-It-Yourself is that you're able to PIY with professional support whenever you need it. This is a great way to save your hard-earned money and manage your move your way.

**The following choices are available to you with your P-I-Y Overseas move...**

- ✓ **FREE short and entertaining DVD** titled "The PIY Guide to Moving Overseas" for you to keep or pass on to a friend
- ✓ **Sturdy Boxes** supplied loose or in Kits containing other essential packing materials, your necessary paperwork and Packing Guidelines & Tips to help you pack like a professional
- ✓ **Convenient Rubbish Removal** – drop off and collection of a large bin for you to fill with your general rubbish can be arranged if you need it
- ✓ **Full cover, "All Risks" Transit Insurance** – very rare with "self-packed" removals and available *only* from Pak-It-Yourself with our "Starter-Kits" and freighting system
- ✓ **Friendly Professional Packers** to assist with the awkward items like lounge suites and tables, etc
- ✓ **Efficient Professional Packers** to load the shipping container if you have a full container load to go and don't want to do this part yourself
- ✓ **Reliable Pickup of your packed belongings** or placement and pickup of a shipping container
- ✓ **Dependable Export Clearance** allowing your belongings to leave the country
- ✓ **Hassle-Free International Freight** air or sea to the wharf or depot overseas
- ✓ **Helpful Overseas Contact** to get your belongings cleared through customs overseas and delivered to your new home, should you prefer not to do this yourself

Just tell us what you need and we'll provide you with an easy to follow quote to kick-start your move

## 2. WHAT BOXES SHOULD I USE?

It's useless obtaining used boxes from supermarkets or friends to pack your hard-earned possessions into. They're just *not* sturdy enough for international travel. Plus having a real mixture of box types can make it more difficult to handle and clearly label and distinguish your freight.

The affordable Starter-Kits you can purchase from PIY are designed *especially* for owners to correctly pack their own belongings. And you'll **NOT** be disadvantaged with insurance using the PIY system. Previously only available for professionally packed belongings, **PIY Starter-Kits have been accepted by our Insurers so you can purchase an extremely rare "All Risks" Transit Insurance cover from us when we freight your belongings overseas**

## 3. HOW BIG ARE THE PIY BOXES?

P-I-Y boxes come in 3 sizes: small, medium and large. The small size is similar to a wine box and the large is Tea-chest size. All are of sturdy construction with the large size being double-walled for extra strength. View them with their dimensions from the shop at [www.pakityourself.co.nz](http://www.pakityourself.co.nz) or visit your nearest PIY operator and inspect them firsthand

## 4. HOW MUCH DOES PIY OVERSEAS COST?

This will depend entirely on the size of your home. "Starter-Kits" can be priced for you over the phone or viewed and ordered from the shop [www.pakityourself.co.nz](http://www.pakityourself.co.nz). Note that it's very easy to underestimate how much material you'll need so, to save you from too much running around, we recommend you begin with a Starter-Kit. These Kits include the packaging and other extras you'll need to make a good start and additional packing materials can also be supplied if you need. International freight costs (based on cubic size and weight) can be determined once you've packed everything up.

**BONUS:** If you end up with too many boxes, provided they're in the same condition as they were supplied to you, you can return them for a per box discount on your international freight costs (limited to boxes only)

## 5. CAN I USE MY OWN BOXES ANYWAY?

No. The reason a rare "All Risks" Transit Insurance cover is available with this service is because our Insurers have approved the packaging we supply as part of an insurable system.

PIY operators will not accept your belongings for international freighting if they're not packed with PIY packaging and do not recommend shipping without insurance

## 6. ARE MY BELONGINGS AUTOMATICALLY INSURED WHILE THEY'RE IN TRANSIT?

No. You must **specifically** obtain Transit Insurance from us *before* we move your belongings.

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

**Provided you purchase a "Starter-Kit", pack your things as our Packing Guidelines and Tips illustrate, complete your paperwork correctly and use our Hassle-free International Freight service**, you'll be able to purchase an "All Risks" Transit Insurance policy through us to cover your belongings while they're travelling. Transit Insurance information can be found in the PIY Booklet so you can research the details

## 7. HOW MUCH IS THE TRANSIT INSURANCE?

Our Transit Insurance is surprisingly affordable.

Transit Insurance is generally calculated on the total value of your belongings plus the international freight. Because most people don't know the total value of their belongings until they've packed everything up, you'll be provided with a **rate** on your quote. Once you've totalled up the value of your belongings from the paperwork supplied in your Starter-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

## 8. HOW DO I GET YOUR PACKING GUIDELINES & TIPS?

These easy to read, easy to follow Packing Guidelines and Tips are supplied in the Starter-Kit. And just like all our other literature, it won't require days for you to get through this material or a degree in rocket science to then understand how to pack. In the meantime, some quick packing Tips can be found in the PIY Information Booklet or at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

## 9. WHEN DO I PAY?

PIY operates on a 3-step "pay-as-you-go" system...

- 1<sup>st</sup> you'll need to pay for your Starter-Kit *before* you take delivery of it and
- 2<sup>nd</sup> you'll need to pay all your International Freight costs *before* anything is shipped

This process keeps the PIY system flexible for you and breaks things into 3 easily understood steps (see below for the 3<sup>rd</sup> step). Cash or Internet banking are currently the accepted methods of payment

## 10. HOW LONG BEFORE MY BELONGINGS ARE SHIPPED?

Your belongings will be shipped on the first available vessel unless you've asked your PIY Operator to store them for you. Transit time will depend on what country your belongings are travelling to but you'll be advised of the Estimated Time of Departure (ETD) and the Estimated Time of Arrival (ETA) of the ship by your PIY operator. These dates can only be estimated as ships can easily be delayed at any of the many ports they visit on the way

## 11. IS THERE A MINIMUM SIZE SHIPMENT?

No. You can ship as much or as little as you want. **Note though** that while there is not a minimum size for shipping, there is a minimum freight cost which is equal to 1 cubic metre (m<sup>3</sup>) or 1 tonne (whichever is the greater). So if you don't have a lot of things to go, it's more economical to aim for shipping at least 1 m<sup>3</sup> or tonne. Freight that won't take up a whole shipping container will share space with other freight packed together into a shipping container

## 12. WHAT'S A CUBIC METRE (m<sup>3</sup>)?

A cubic metre is the length x the height x the width of your total consignment. Usually your belongings will be packed onto a shipping pallet(s) to best keep them together and make them easier for freight handling. Once they're packed onto the shipping pallet(s) the pallet with your belongings on is measured length x height x width to ascertain the m<sup>3</sup> and then weighed to determine the total consignment weight

## 13. HOW MUCH WILL FIT INTO A SHIPPING CONTAINER?

A standard 20' Shipping Container which measures 6.1m x 2.4m x 2.6m will fit approximately 33.0m<sup>3</sup> depending on how well it's packed. This size container is very similar to a single garage so you could expect to

fit approximately an average 3 bedroom home into one if it's well sorted and packed. A standard 40' Shipping Container can take approximately 67.0m<sup>3</sup> depending on how well it's packed. This size container has the same dimensions as a 20' but is double the length

#### 14. WHAT'S THE ADVANTAGE OF HAVING A FULL SHIPPING CONTAINER LOAD?

The entire space is all yours. No other freight will be packed in with your belongings to share in the shipping space

#### 15. WILL THERE BE COSTS OVERSEAS?

Yes. All goods arriving in an overseas country usually incur Port costs, MAF Quarantine costs, customs clearance and delivery costs, etc and these are **not** included in a P-I-Y Overseas removal.

To keep your total moving costs low, PIY **only includes** all the costs from your old home to the overseas wharf or depot.

**You won't be left to fend for yourself overseas though.** You'll be supplied with the contact details of our helpful Agent overseas to assist you with the clearance and delivery of your belongings should you be unwilling to take care of this process yourself. You're not obligated to use our Agent if you don't want to; feel free to shop around overseas for someone to look after your customs clearance and delivery if you prefer.

In accordance with the pay-as-you-go system, you'll need to make your **3<sup>rd</sup>** and final payment to the Overseas Agent for the overseas costs before your belongings will be released to you

#### 16. WHAT DO I DO WHEN I ARRIVE OVERSEAS?

Your belongings have to be cleared through Customs, MAF Quarantine and any other Government Agency overseas who has an interest in them *before* you can collect them. To do this you'll need the shipping documents that are produced and supplied by your PIY operator.

You'll need to promptly contact our overseas Agent to locate and collect your belongings. Their contact details will be supplied to you with your shipping documents. If you need any help with the customs clearance and delivery process, they're the first people you should talk to.

Once your belongings have cleared Customs overseas and you've paid any fees owing on their arrival, you'll be able to obtain a release from our Agent so you can arrange for their delivery to your home

#### 17. ARE THERE ANY TIME LIMITS ON GETTING MY BELONGINGS CLEARED OVERSEAS?

Yes. Freight can only remain in customs bond without attracting expensive storage fees for a few days so the sooner you get on to this the better. If you don't plan on being overseas when your freight arrives you're best to talk to your PIY operator about storage *before* your belongings are shipped. Standard storage at your old home may cost less than bonded storage overseas

#### 18. WHY DO MY BELONGINGS 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 belongings are OK to go and there are always fees to be paid to these Agencies in the process.

This means your belongings have to be cleared for export in New Zealand **before** they can leave (your PIY operator will take care of this as part of your international freighting) and then they have to be cleared on their arrival overseas **before** they'll be released to you... this is what makes your shipping documents so important and why our PIY system has been so carefully designed; we want your move overseas to be as simple as possible

## 19. WILL I GET MY SHIPPING DOCUMENTS BEFORE I LEAVE NEW ZEALAND?

It'll depend on when **you** leave and when your **belongings** leave. A vital shipping document you'll require (called a Bill of Lading or Waybill) is not issued until the ship has left with your belongings on board so if you've had to leave before your belongings, we'll need a valid contact email and postal address for you

## 20. WHAT IF I HAVE TO TRAVEL BEFORE MY BELONGINGS NEED TO GO?

No problem. Your PIY operator has secure storage available onsite for your packed belongings – but you'll need to let us know in advance whether you need storage and for how long so we can ensure space is available for you when it's needed and advise you on your insurance responsibilities during storage

## 21. WHAT DO I DO WITH THE EMPTY BOXES WHEN I'M FINISHED WITH THEM?

All the materials in the PIY Kit are yours to keep and do with what you wish. You could flatten the boxes and store them for use some other time or see if your new country operates a recycling scheme that will enable you to dispose of these materials should you wish to

## 22. WHAT DO I DO WITH MY PETS?

Moving your pets with you overseas is a complicated and expensive process. Each country has its own MAF Quarantine regulations and there is no one source for you to research each country.

Pak-It-Yourself does **not** deal with the transport of live animals. This type of business is highly specialised and should only be handled by experts to minimise the trauma to your pets.

Possibly the first place to begin finding information on moving your pets is your airline or you could look up **Pet Transport** in the Yellow Pages

## 23. 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 sort and pack...

- **Never** pack seeds or food of any kind as it'll cause MAF Quarantine problems, may attract vermin and may perish or leak during transit
- **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. Buying some appliances new overseas may not be as expensive as freighting yours over and finding them useless

PIYers TIP 1: Should you decide to buy a new DVD player overseas, look for one that's multi-standard and multi-region so you can play your New Zealand formatted DVDs you'll probably pack

PIYers TIP 2: New Zealand formatted videos playing in an overseas video player may also cause you problems so look for a player that's multi-standard or spend the money getting your important tapes converted (check the price for doing this in both countries) – check out **Video Standards** from our Links page at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

- **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, fly-spray, 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
- **Don't** pack laundry products and bathroom products (toiletries) etc. Pack each person a toilet bag to take in your suitcase with you and get rid of any surplus – these items just take up valuable space and can leak. You can purchase these kinds of items overseas
- **Never** pack valuables like jewellery, money, tickets, stamps, trinkets, etc or important papers – always keep these items safely with you in your carry-on luggage when you travel
- **Never** pack anything used that's damp or dirty. Always scrub and dry barbeques, bikes, footwear, camping gear, tools, saddlery, etc squeaky clean to avoid contamination of your own belongings and MAF Quarantine problems overseas
- **Consider** the condition of some of your older belongings like chipped crockery, worn out furniture, etc. Be brutal about what deserves to go with you and what's best left behind because you're paying freight for everything that goes... and this can make some items very expensive if you end up discarding them at the other end
- **Forget about** packing garden hoses and other items that are inexpensive to replace overseas – they just take up valuable space, can be difficult to clean and may leak

## 24. WHAT ARE HAZARDOUS GOODS?

This includes any item that is noxious, dangerous, hazardous, inflammable, 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 freight load hazardous and therefore, the 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

## 25. WHAT IF I CAN'T BE BOTHERED WITH PACKING MYSELF or THE BOSS IS PAYING?

No problem. This service isn't for everyone so you should consider using our **Premiere** service instead. **Premiere** sees *everything* from packing to delivery overseas being done for you. Details of this service can be found in the PIY Booklet or just click on **Premiere** from the website at [www.pakityourself.co.nz](http://www.pakityourself.co.nz) any time

## 26. WHAT IF WHAT I WANT TO SEND IS SMALLER?

This is no problem either. The best option for you in this case is our **Fill-a-Box** service. You order the box, pack it and we'll courier it for you, hassle-free. The details of this superb service can be found in the PIY Booklet or just click on **Fill-a-Box** from the website at [www.pakityourself.co.nz](http://www.pakityourself.co.nz) any time

## 27. SO HOW DO I USE THE P-I-Y REMOVALZ™ SYSTEM?

It's really easy...

- a. Contact your nearest PIY Operator and ask for your **FREE PIY Information Booklet & DVD**
- b. Request a Quote when you're ready
- c. Order your Starter-Kit and begin packing

**AND**

- d. When you'd like to book your shipping, fill in "Your PIY Instructions" form included in your Starter-Kit and send it in

...All these things can be done quickly online too at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

## 28. 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](http://www.pakityourself.co.nz)

We sincerely look forward to hearing from you.

