

# PIY PREMIERE

If you want someone to pack up your home, make all the freight and delivery arrangements and put simply, get your belongings moved without stress, then PIY **Premiere** is just what you're after. Whether your move is local, national or overseas, PIY **Premiere** has been developed so you can quickly and easily get the help you need without fuss and bother.



## YOUR FREQUENTLY ASKED QUESTIONS ANSWERED...

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

PIY Premiere is designed to take care of the whole job so you can focus on other important matters.

#### **Premiere includes...**

- ✓ **Convenient Rubbish Removal (optional)** – 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** – covering your belongings while they travel
- ✓ **Friendly Professional Packers** to efficiently pack and load your belongings for transit
- ✓ **Reliable Pickup of your packed belongings** or placement and pickup of a shipping container
- ✓ **Dependable Export Clearance** for belongings leaving New Zealand
- ✓ **Hassle-Free Freight** local, national or international
- ✓ **Helpful Overseas Contact** for overseas moves so you can authorise the Customs clearance of your belongings for delivery to your new home

Just tell us you want **Premiere** and we'll make a time to visit so you can get an easy to follow quote to kick-start your move

### 2. HOW MUCH DOES PIY PREMIERE COST?

This will depend entirely on the size of your home. Once we've met with you at your home to estimate the total size of what you have to send, we'll be able to send you an easy to follow quote so you can decide what you want to do from there

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

Yes. "All Risks" Transit Insurance is automatically included with PIY **Premiere**. All you'll need to do is choose which excess you prefer.

Household insurance is not the same thing as Transit Insurance so it's important to obtain this full cover for your belongings while they're travelling just in case things go wrong. Transit Insurance information can be found in the PIY Booklet so you can research the details

### 4. 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're all packed up, you'll be provided with a **rate** on your quote. Once you've totalled up the value of your belongings listed on the paperwork, you'll find it really easy to calculate the insurance premium

### 5. WHEN DO I PAY?

To keep your total moving costs low, PIY operates a 2-step "pay-as-you-go" system for **Premiere**...

**STEP 1:** You'll need to pay all your packing, insurance and freight costs *before* anything is transported (including any storage you may require from your PIY operator)

**STEP 2:** For overseas moves: to avoid mark-ups and misunderstandings, you'll pay overseas costs incurred directly to our Overseas Agent *before* your belongings will be released to you

This breaks the process into 2 easily understood steps and assists with budgeting. Cash or Internet banking are currently the accepted methods of payment

### 6. FOR OVERSEAS MOVES: 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.

**Because your circumstances could change, we notify our Overseas Agent of your shipment but recommend you contact them as soon as you arrive to instruct them on delivery.** You'll be supplied with the contact details of our helpful Agent

### 7. FOR OVERSEAS MOVES: 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 get them.

These arrangements will have been made for you already **so all you'll need to do is contact our Overseas Agent as soon as you arrive** to complete the clearance of your belongings and instruct them on delivery to your new home.

Once your belongings have cleared Customs overseas and you've paid the fees owing to our Agent, you'll then only need to await the arrival of your belongings at your new home

### 8. FOR OVERSEAS MOVES: 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 contacting our Agent the better. If you don't plan on being around when your belongings

arrive overseas, you're best to talk to your PIY operator about storage *before* your belongings are shipped as standard storage at your old home may cost less than bonded storage overseas

## 9. FOR OVERSEAS MOVES: 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 and they have to be cleared on their arrival overseas **before** they'll be released to you

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

No problem. Your PIY operator has secure storage available 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

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

All the packing materials 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 there's a suitable a recycling scheme operating that will enable you to dispose of these materials should you wish to

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

Moving your pets with you, particularly overseas, is an expensive process. Each country has its own MAF Quarantine regulations and there is no one source for you to research each country. P-I-Y REMOVALZ™ 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

## 13. WHAT KIND OF THINGS *SHOULDN'T*I LEAVE OUT FOR PACKING?

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

- **Never** take seeds or food of any kind overseas as it'll cause MAF Quarantine problems, may attract vermin and could 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 overseas. This kind of delay can be expensive so if in doubt, throw it out
- If you're moving overseas, **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

Premiere 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 have packed

Premiere 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 the Links page at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

- **Always** remove batteries from your appliances and remote controls, etc – batteries can corrode during transit or storage and are considered hazardous
- **Never** take 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** take laundry products and bathroom products (toiletries) etc overseas. 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** allow valuables like jewellery, money, tickets, stamps, trinkets, etc or important papers to be packed – always keep these items in a secure place so you can safely take them with you in your carry-on luggage when you travel
- **Never** leave out anything that's damp or dirty to be packed. Always scrub 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 for everything that's packed and freighted... and this can make some items very expensive if you end up discarding them at the other end
- **Forget about** having garden hoses and other items that are inexpensive to replace overseas packed – they just take up valuable space, can be difficult to clean and may leak

**Remember, whatever you leave out, our Professional Packers will pack, no questions asked**

#### 14. 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 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 sort

#### 15. WHAT IF I WANT TO PACK EVERYTHING MYSELF?

No problem. If you have that real DIY desire then you should consider PIY Local or PIY Overseas. Information on Pak-It-Yourself products and services can be found in the PIY Information Booklet or at [www.pakityourself.co.nz](http://www.pakityourself.co.nz) any time

#### 16. WHAT IF WHAT I WANT TO SEND IS QUITE SMALL?

This is no problem either. The best option for you in this case is our **Fill-a-Box** service. You order the box and pack it... we'll courier it for you hassle-free. To find out the details of this service refer to this service in the PIY Information Booklet or click on **Fill-a-Box** at [www.pakityourself.co.nz](http://www.pakityourself.co.nz) any time

#### 17. SO HOW DO I USE PIY PREMIERE?

It's really easy...

- a. Contact your nearest PIY operator and ask for **Premiere**

**AND**

- b. When you're ready to go ahead, fill in "Your Premiere Instructions" form included with your quote and send it in

**THEN**

- c. Sort through all your belongings and ideally, leave the items you'd like packed in the centre of each room

Forms can also be completed quickly online at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

## 18. 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.

