

# Guide To Moving

Arpin International Group



Continual monitoring from our relocation specialists.



A complete guide for your relocation needs.



Always focused on service excellence.



For 100 years, the Arpin Group of companies has been meeting the relocation needs of its customers. Arpin International Group was founded specifically to address the requirements of individuals and families moving abroad.

Moving your family to a foreign country is a major undertaking. Although making the arrangements, traveling, and finally settling into your new home may be exciting, it demands a great deal of time and effort. Much of this, however, can be avoided through careful planning and preparation. A successful household relocation is the beginning of a smooth transition into a new environment.

International moving presents challenges that are not encountered in domestic shipping. The increased physical stresses on an international shipment require unique packing and loading skill, as well as a detailed knowledge of all facets of transportation systems, and a myriad of import and export regulations. This Guide to Moving was created to help you and your family prepare for these challenges.

We look forward to working together with you and will devote all of our experience, skill, and effort to every detail of your move.

Sincerely,

Arpin International Group



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## 1

## THE ARPIN EXPERIENCE

Arpin International Group's resources and assets center around a staff of dedicated professionals, many of whom have lived overseas.

Arpin International Group *ACES (Agents Committed to Excellent Service)* represent the proven service leaders around the world.

Each relocation is coordinated and monitored through a state-of-the-art computer tracking system designed by Arpin International Group.

The resulting synergies guarantee our ability to consistently deliver customer satisfaction and excellent service.

**Arpin** International Group assigns a dedicated Relocation Coordinator to each relocation. Your Coordinator will be able to provide you with the location and status of each shipment.

Our Coordinators will make every attempt to make themselves available at all time either via phone, fax or email.

Our advanced tracking system combines computer

accuracy with human empathy for a caring, carefully managed door-to-door service.

Your dedicated Relocation Coordinator is the day-to-day move manager. Their personal investment in and accountability for smooth, convenient moves are unparalleled.

**Experienced** coordinators listen to your needs and concerns and take time to discuss, address and, if necessary, manage the expectations of each move.

**Close** and continuous door-to-door supervision anticipates problems and minimizes delays, reducing to an absolute minimum the high per diem expenses of global relocation.

Time-sensitive prompts built into our computer system automatically trigger timely activity, ensuring swift and effective moves.

We are available to discuss any aspect of your move.

## Door To Door Move

When you move with Arpin International Group, we offer all of the following services:

- ◆ Pre-move counseling
- ◆ Pre-move survey of your household goods and personal effects by our origin agent
- ◆ Insight into customs requirements and necessary paperwork
- ◆ Quality materials to wrap and pack small items into new cartons at residence. Packing of all clothing to be shipped in wardrobe cartons
- ◆ Wrapping, padding, and loading valuables / fragile items into specially constructed wooden crates
- ◆ Export wrapping of all furniture at residence, using superior quality paper pads and corrugated wrap when necessary
- ◆ Loading of all items into a steamship container, wooden lift-vans or IATA approved air containers
- ◆ Coordination of international routing logistics
- ◆ Transportation to the port of exit and ocean or air freight to the destination port
- ◆ Customs clearance and delivery to your destination address (customs duties and taxes are not included in our rates)
- ◆ Unloading and unpacking of items at your new residence
- ◆ Removal of all related packing debris at time of delivery

- ◆ Follow-up evaluation to ensure all services were performed to your satisfaction

## Shipping Allowances

The scope of service and the volume or weight allowance are determined by your employer. During the pre-move consultation, your Arpin International Group Relocation Coordinator will confirm your allowances. If the pre-move survey reveals that your needs exceed your allowance or your company's scope of service, we will request approval for the additional services and weight or volume overages. Services or overages not authorized by your employer will be your responsibility. Your Arpin International Group Relocation Coordinator will assist you in minimizing the cost of any additional expenses.

If you have any questions concerning your authorization, please contact your employer or your Arpin International Group Relocation Coordinator.

### Container Specifications:

#### Air Containers

1. "E": 17.5 CFT. 100-125 LBS.  
42" X 29" X 25.5"
2. "D": 62 CFT. 300-400 LBS.  
58" X 41" X 45"
3. "LDN": 92 CFT. 400-500 LBS.  
54" X 54" X 56"

#### Sea Containers

1. "20FT": 1165 CFT. 5,000-6,500 LBS.  
19'5" X 7'6" X 7'9.5"
2. "40FT": 2377 CFT. 12,000-14,000 LBS.  
39'6.5" X 7'6" X 7'9.5"

*These dimensions are approximate and for informational purposes only. capacity may vary depending on volume/density of items.*

## Items of Concern

### Alcohol

We strongly suggest that you **do not** include alcohol in your shipment. Many countries impose duties and taxes, and some simply do not allow importation of alcohol -- even wine. Customs officers may physically inspect your shipment if alcohol is included causing delayed clearance and delivery and additional charges which may be your responsibility.

Please note that if you **do** intend to ship alcohol in any form, you must advise your Arpin International Group Relocation Coordinator well in advance. But first, make sure your Employer allows alcohol to be included in your household goods shipment.

### Automobiles

In some cases, your employer will authorize the cost of shipping an automobile. Customs regulations and required documentation change regularly. Please advise your Arpin International Group Relocation Coordinator immediately if you are planning to ship your vehicle.

Some countries require the original title to clear export customs and most lien holders will not release the original title without full payment of the automobile. Also, please note that in many countries, automobiles that have been manufactured elsewhere and imported may need to undergo costly modifications to meet the driving standards of the destination country. Please consider this when deciding if you want to ship an automobile.

Prior to shipping, all household goods, personal effects and documents must be removed from vehicle, except for the key. Only autos containing standard factory equipment and less than one-quarter tank of fuel can be shipped.

### Pets

In some cases, your employer will authorize the cost of shipping pets. Some countries require quarantine in excess of six months while others require import permits.

If you choose to move your pet, Arpin International Group can inform you of the necessary documentation. We can also assist you with its transportation, if necessary.

### Appliances and Electrical Items

Electrical voltage and cycles vary around the world. Many of your home electrical items will work overseas with the correct accessories and adapters. The specific voltage and cycles for your destination country can be found in subsequent sections of this Guide.

### Pornography

Many countries have very stringent laws prohibiting importation of what they deem to be pornography. Even art books which depict any form of nudity could be considered contraband and attempted importation could result in annulment of a work



permit or imprisonment. It is imperative that you thoroughly review the attached country and customs information in this guide and direct any questions to your Relocation Coordinator.

### Weapons

Importing weapons poses problems similar to those of importing alcohol. We strongly suggested that you leave all weapons at origin.

Handguns, rifles, shotguns and ammunition cannot be included in your household goods shipment without approval from your employer and Arpin International Group Relocation Coordinator. In most cases, it will cause severe difficulties in obtaining customs release of your entire shipment at destination.

## Prohibited items

Certain items are prohibited by law in import/export/storage shipments. Including prohibited items in your shipment may result in unnecessary delays at customs or confiscation of part or all of your shipment. Examples include:

- ◆ Perishables
- ◆ Plants
- ◆ Hazardous materials such as paint, matches and articles of an explosive nature (i.e. aerosol cans), cleaners, flammables, corrosives and explosives.
- ◆ Pornographic material

Damage caused by perishables, flammables or corrosives are not covered by insurance and are entirely your responsibility.

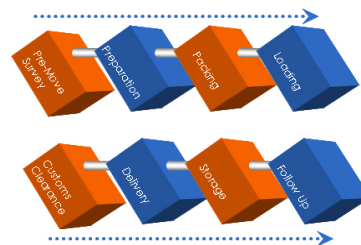
Your employer may not authorize the shipment of certain items, while other items may require advance approval. Examples may include but are not limited to:

- ◆ Wood, bricks, cement, lumber, building materials, rocks and soil of any type
- ◆ Automobiles, boats, trailers, farm equipment
- ◆ Alcohol
- ◆ Weapons
- ◆ Stoves, propane tanks, outboard motors and power motors must be completely drained of all fuel and thoroughly cleaned before moving day.

## Your Moving Schedule

Early preparation and knowledge of the relocation process helps to prevent last minute surprises on the day of your move. Prior to making your travel arrangements, please notify your Arpin International Group Relocation Coordinator of your preferred pack dates. It is very important your preparation and participation in all aspects of the move to ensure a more efficient transition.

The sooner you inform us of your plans, the greater the likelihood we will be able to secure the move dates of your choice. Also, make sure your Arpin coordinator has your contact information current.



*Overview of the moving schedule process flow.*

## Origin Services

### Pre Move Survey

1. The origin agent assigned to pack your household goods and personal effects will conduct a visual survey of your home prior to your move date. This survey determines the materials and any special crating that will be necessary to pack your shipment in accordance with international standards. It also helps us determine the size and type of steamship container or the number of lift-vans or air containers that will be needed. The survey takes approximately one hour (depending on the size of your home) and will be scheduled on a date and time that is convenient for you.
2. This is your best opportunity to discuss any special services you will need, such as temporary or permanent storage at origin or destination.
3. In order to provide an accurate estimate, we will need to know which items are to be moved and by what mode (air, surface, storage, etc.). Commonly forgotten areas include the basement, attic, garage, inside of cupboards, and closets.
4. As a follow-up to the survey, your Arpin International Group Relocation Coordinator will contact you to review the results and confirm your allowance, pack dates, destination address, and contact numbers.
5. If you purchase any items after your pre-move survey, notify your Arpin International Group Relocation Coordinator. Inclusion of additional items may require a larger container

or more lift-vans and result in taxes and duties not authorized by your employer.

### Preparation

1. If you review Your Moving Schedule in advance, you will be more prepared for the move out process, with many important tasks already completed. If possible, leave a day free after the move in case of unforeseen delays.
2. A move usually requires several days for packing, wrapping and loading of your household goods. Arrange to be at home when the movers arrive and throughout the move out process to address any questions or concerns the crew may have. For your convenience, please maintain your telephone service through the move out process.
3. Most moving crews have a designated team leader or crew chief. Accompany the crew chief on a walk-through of your home indicating the goods to be moved. Point out items of special concern, as well as items not to be shipped. If these are already clearly marked, simply advise them of the system you have used. The crew chief will be able to address any packing and loading related concerns, but all questions regarding logistics, scheduling, and timelines should be directed to your Arpin International Group Relocation Coordinator.

### Packing

1. We recommend that you not pack any boxes yourself. Packed by owner (PBO) boxes may draw the attention of Customs Officials to your shipment and result in delayed delivery

and inspection charges. Carrier packing also ensures full coverage by your insurance carrier. However, if you wish to pack boxes yourself, please leave them open so the mover can ensure that they are wrapped safely for export and the contents are noted on the inventory.

2. Prior to loading, the movers will inventory the goods to be moved on the appropriate packing list (air, sea, or storage). Each item will be given an inventory number, and its condition will be noted. Should you have any questions relating to the descriptions indicated, please discuss them with the crew chief. You will be asked to sign and date each inventory page. Please confirm that each packing list contains the correct items. The packing list the movers prepare does not replace your valued insurance inventory. The valued insurance inventory should be done in advance of your move. Keep a copy of the signed packing list and all shipping documents close at hand.
3. Hanging wardrobes are not used for air shipments due to size restrictions. Instead, lay-down wardrobes are used. Please note that wrinkling of clothes during transit is inevitable.

### Loading

1. Small shipments are loaded into wooden crates called liftvans. Liftvan loading is similar to putting a jigsaw puzzle together; each piece has to fit securely in place to minimize shifting in transit and shipment size for cost effectiveness. Once the liftvan doors are secured, the liftvans are brought back to the origin agent's warehouse, where they are labeled and

steel-banded. Larger shipments are usually loaded directly into 20' or 40' steel containers, using the same jigsaw puzzle technique. Containers will be loaded at your residence unless there are issues with access, scheduling, or weather constraints.

2. Before the crew leaves, make a final walk-through of your home to be sure nothing has been overlooked. Commonly forgotten areas include the attic, basement, closets, cupboards, etc. It may not be possible for us to return for items that have been left behind.
3. Within 48 hours of loading, your Arpin International Group Relocation Coordinator will confirm actual weights and volumes of each portion of your relocation. If the actual weight and volume is less than or equal to the estimated/authorized weight or volume, we will forward your shipment. If the actual weight or volume exceeds the estimated/authorized weight or volume, we will request approval for the overage. If your employer does not authorize the overage, it will be your responsibility. Your Arpin International Group Relocation Coordinator can assist you in minimizing the costs.
4. Your Arpin coordinator will advise you of the estimated door-to-door transit times for your shipments. Please be sure to consider these estimates when planning your move dates and housing arrangements.

## Destination Services

### Customs Clearance

1. The country information located at the back of the Guide addresses documentation and customs requirements. Specific customs forms will be included in this packet if they are available. Otherwise, your Destination Agent will provide them to you at destination. Because requirements may change without notice, it is best to confirm all the information with your Arpin International Group Relocation Coordinator.
2. Customs clearance is in the hands of government officials, and customs requirements vary worldwide. Customs primary concerns are that no restricted or illegal goods are imported and that goods eligible for duties are taxed. Customs inspections may still occur, and solely at the discretion of the customs officials, even if all paperwork is in order. Customs in every country considers importation a privilege, not a right. Therefore, please keep in mind the customs regulations of your destination as outlined to avoid any delays or consequent problems.
3. Upon your arrival at destination, contact your Arpin Coordinator to confirm the local customs procedures and required documentation. Completing the necessary forms in advance will expedite customs clearance. Some countries may require your physical presence and/or original passport during the clearance process. Often-times, Customs requires the shipper to obtain permits, Visas, and other documentation prior

to allowing importation. This can, depending on destination, be a timely process, in order to avoid any Customs penalties/fines, we would in these circumstances hold your shipment at origin until all paperwork is in order. Again, please review your Customs regulations carefully.

4. If you had any items disassembled at origin, please advise your Arpin International Group Relocation Coordinator. Some re-assembly may require a Third Party service.

### Storage

The Arpin *ACES*' warehouses are held to the highest standards for safety and protection of your valued possessions.

1. Household Goods
2. Dedicated Vaults
3. Secure Storage
4. Alarmed warehouses
5. Fully insured

We can also provide climate controlled and fully air-conditioned storage in some locations. Charges for air-conditioned facilities will apply.

## Protection for your Household Goods

Arpin International Group is highly effective in claims reduction and management. Although we have safeguards in place to anticipate and prevent problems, there remains a possibility that damage can occur for several reasons such as port container handling, container inspection from Customs, civil

unrest or Acts of God. For this reason, transit insurance exists.

**If you are a corporate transferee, the specifics of your policy may differ. Please check with your Arpin Coordinator or your business unit to see which policy guidelines you are entitled to.**

Arpin International Group offers comprehensive transit insurance at competitive rates. Transit insurance may be provided by your employer or by a third party relocation management company. If insurance is purchased from Arpin International Group or arranged by your employer, your household goods should be protected by full replacement cost protection coverage.

Full value replacement protection means your goods will be repaired or replaced with a similar item of equal value or its cash equivalent if loss or damage occurs while your household goods are in transit.

Full value replacement protection is based on the value declared on your valued inventory. You will be asked to prepare a valued inventory of all your belongings in advance of your moving day. Items not included in the inventory are not insured. Make sure you let us know if you add more things to the shipment before packing.

When valuing your household goods and personal effects, it is important to correctly value your belongings based on replacement value at destination. Any item or set of items worth more than \$500 should be listed separately.

Manufacturer/brand of furniture, electronics, and high valued clothing should be noted as well as pattern name of dinnerware, artist's name for

artwork, or time period of antiques. If the value of your goods is understated, you will only receive the declared amount. If the value is overstated, you will receive the replacement cost.

Precise inventories result in expedient and satisfactory settlement of insurance claims.

### Valuables

Items of high value must be specifically noted. Depending on their value, they may require a formal appraisal.

Valuables such as bonds, stocks, deeds, cash, stamp collections, or jewelry cannot be insured if shipped. You should arrange to hand carry any of these items if you want to take them with you.

### Reporting a Claim

If you feel something is missing or damaged, contact your Arpin International Group Relocation Coordinator.

Your insurer will send a claim form to you for your completion. If necessary, your Coordinator may ask one of our claims representatives to contact you directly.



## EVALUATION

Feedback on every relocation is just one of the many quality tracking methods Arpin International Group employs to improve our high standards. At the completion of your move, you will receive an online questionnaire from PARSIFAL Corporation, an independent auditor we have commissioned to obtain unbiased feedback on each and every move entrusted to our care. Please take a moment to complete the questionnaire.

Every comment, compliment or criticism is acted upon. Your responses are measured and considered to enhance service levels for the next move.

The Arpin International Group team wishes you success on your new endeavour!

Sincerely,

Arpin International Group



*Arpin ACES (Agents Committed to Excellent Service)*