

Customer Documentation Checklist

In order to ensure that all necessary documentation is completed and returned to us, we kindly ask that you work according to the below checklist when completing your documentation. Please tick each box as you complete the documents or sections.

If you have any queries, please do not hesitate to contact us at: info@globecargoservices.com and cjokoye@icloud.com

DOCUMENT	NOTES	✓✓
(1) Customer Information	Please complete in as much detail as possible	
(2) Packing List	Please complete in as much detail as possible and sign	
(3) Terms & Conditions	It's important that you read & familiarize yourself with this information, and sign to confirm your understanding	
(4) Dangerous Goods		
(5) Payment Details	Please provide your card details or attach EFT confirmation	
(6) Airline Security Form (when applicable)	Please complete both parts and sign	
(7) Passport Copy	Please attach a copy of the ID page of your passport (and destination country visa if applicable)	

(1) Customer Information

SERVICE & SHIPMENT DETAILS				
AWB No.	LEAVE BLANK	Extras	Pick Up	
From Airport			Delivery	
To Airport			Express	
No. of Pieces			Liability Cover	
Total Weight			Return Service	
General Description of Content / Special Instructions				

SENDER DETAILS	
Name	
Address	
City	
Post Code	
Country	
Tel	
Mobile	
Email	

CONSIGNEE DETAILS	
Name	
Address	
City	
Post Code	
Country	
Tel	
Mobile	
Email	

DELIVERY ADDRESS (if different from above)	
Name	
Address	
City	
Post Code	
Country	
Tel	
Mobile	
Email	

REFERRAL
Please let us know if you were referred to us and by whom (please detail person, company, branch, contact details etc.)

(2) Packing List

PACKING LIST DETAILS		
Customer Name		Describe all items and their value and indicate in which baggage/box you have packed them. Print off additional packing lists if needed.
ID/Passport No.		
AWB No.	LEAVE BLANK	

BAGGAGE / BOX NO.	DESCRIPTION OF CONTENT	VALUE

Lithium batteries in laptops or other electrical equipment **MUST** be declared and labeled. For further information, please refer to the Dangerous Goods information on page 4.

Signature

Date

(3) Terms & Conditions

- Airlines and shipping companies do not guarantee specific arrival dates or times. As such GCLS or its agents do not accept liability for delays. If your shipment is urgent or time sensitive we can offer you an express service, however, this service does not guarantee full compensation in the case of delays.
- When transacting with you as GCLS or its agent, the international IATA Conditions of Carriage, which incorporate the Warsaw Convention, limit our liability to USD20 per kilo for loss or damage. Full details of these conditions of carriage can be found on the reverse side of the printed airway bill or can be provided to you on request.
- GCLS can assist you in arranging insurance for loss, damage or delay at your request and at an additional cost.
- Fragile and breakable items that form part of your shipment must be professionally packed by a recognized and approved household removal packer. GCLS will only accept responsibility as stipulated in these terms & conditions for damage or loss of fragile goods that have been professionally packed by such a recognized and approved packer of household goods.
- Our regular airport-to-airport service will transport your shipment from the origin to the destination airport. This is the most economic option. At an additional cost and if permitted we can add pick-up at origin (from door) and deliver at destination (to door).
- **Our quotes do not include any charges or fees applied by the air carrier at destination, or customs duties and clearance fees on arrival should local customs authorities determine that your shipment is dutiable. Often there are handling fees and customs fees, which will be assessed on the chargeable weight or the value of the goods and are subject to local laws. You may also be liable to pay storage charges should you not pick up your shipment within a certain time of arrival at the destination airport. The consignee must pay any handling fees, terminal charges, duties and taxes or any other charges at destination.**
- Shipments sent "to airport" must be picked up by the consignee within 24 hrs of arrival to avoid incurring storage charges. For shipments sent "to door" there must be someone available at the delivery address Mon-Fri 09am-05pm or additional delivery charges may apply.
- We reserve the right to increase surcharges for security or fuel, as stipulated by the airline, after we have made our initial quote to you. These surcharges will always be added to your final charge applicable for the airport-to-airport service.
- Should you have only a small amount of excess baggage it may be less expensive for you to pay excess baggage charges to the airline. Ensure that you make realistic a comparison, as sometimes smaller weights are more expensive to ship as unaccompanied baggage.
- You will be asked to complete a declaration form itemizing the contents of your shipment. It is illegal to ship certain items – if in doubt please speak to our representative and/or refer to the list of dangerous goods and restricted items or contact the destination country's customs department.
- We reserve the right to refuse shipments that are improperly packed or overstuffed. If your shipment is refused our representatives can advise on local packing companies who can professionally repack your goods.
- Goods of a fragile or breakable nature must be professionally packed and GCLS and its agents do not accept responsibility for damage or loss of such goods.
- All freight is subject to current security procedures, which may include x-ray and in certain circumstances your shipment may be hand searched. Do not carry valuables in your shipment. If freight is locked (as in a trunk or suitcase) a duplicate set of keys must accompany the shipment to provide for the above security check.
- You will need to provide photo-identification at the time of hand-over of your freight at destination.
- We will retain your cc information only for the purpose of this transaction – once the final shipment price is determined and the charges processed we will delete the information from our records. When delivering copy documents with your shipment DO NOT include a copy of the credit card information sheet.

(4) Dangerous & Restricted Articles

For safety and security reasons and in accordance with the IATA Dangerous Goods Regulations, the following items are labeled as Dangerous Goods and **MUST NOT** be packed within your unaccompanied baggage or personal effects. **Should you have any doubts regarding any item please speak to one of our staff.**

- Compressed gasses (flammable, non-flammable or poisonous) such as Butane, Propane, Aqualung
- Cylinders, lighter fuels, matches or refill aerosols
- Perfumes, aftershaves, air fresheners & deodorized sprays
- Flammable liquids such as paints, thinners and adhesives
- Flammable solids such as matches and articles that are easily ignited
- Oxidizing substances such as bleaching powders and peroxides
- Radioactive material
- Corrosive material such as Mercury, acids and wet cell and Lithium batteries. **Lithium batteries in laptops or other electrical equipment MUST be declared and labeled.**
- Explosives such as ammunition, fireworks, flares, sparklers
- Firearms
- Industrial products such as solvents containing chemicals, which can cause fumes and corrosion
- Foodstuffs of any kind
- Printer cartridges
- Toxic/infectious substances such as poisons & insecticides
- Miscellaneous Dangerous Goods such as dry ice & asbestos



Should you have any questions please do not hesitate to discuss these with one of our representatives.

Your signature below indicates you have read and understood and agree to our Terms & Conditions and that you have read and understood the Dangerous Goods restrictions.

Signature

Date

