

grace:
Always more.

CROWN 
RELOCATIONS



DISCOUNTED IMPORT TARIFF

Crown Relocations

Rates effective 15 May 2021

Published rates include the agreed Crown discount, no further discounts apply

All shipments are expressed in AUD are handled as per the Terms & Conditions



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Surface Shipments

Points of entry: Sydney, Melbourne, Fremantle (Perth), Adelaide, Brisbane
All rates listed below are in AUD and include the agreed Crown discount

Destination Rates

Groupage: POE: Sydney, Melbourne, Fremantle (Perth) - Delivery within 50kms

| Volume | Destination Services | Quarantine Inspection | Total |
|------------|----------------------|-----------------------|------------------|
| Minimum | \$307 Flat | \$209 Flat | \$516 Flat |
| 2.01-4m3 | \$154/m3 | \$209 Flat | \$209 + \$154/m3 |
| 4.01-8m3 | \$121/m3 | \$209 Flat | \$209 + \$121/m3 |
| 8.01-12m3 | \$106/m3 | \$28/m3 | \$134/m3 |
| 12.01-16m3 | \$100/m3 | \$28/m3 | \$128/m3 |
| 16.01-20m3 | \$83/m3 | \$28/m3 | \$111/m3 |

Groupage: POE: Adelaide, Brisbane (Delivery within 50kms)

| Volume | Destination Services | Quarantine Inspection | Total |
|------------|----------------------|-----------------------|------------------|
| Minimum | \$275 Flat | \$209 Flat | \$484 Flat |
| 2.01-4m3 | \$137/m3 | \$209 Flat | \$209 + \$137/m3 |
| 4.01-8m3 | \$103/m3 | \$209 Flat | \$209 + \$103/m3 |
| 8.01-12m3 | \$95/m3 | \$28/m3 | \$123/m3 |
| 12.01-16m3 | \$78/m3 | \$28/m3 | \$106/m3 |
| 16.01-20m3 | \$69/m3 | \$28/m3 | \$97/m3 |

LCL: POE: Sydney, Melbourne, Fremantle (Perth) - Delivery within 50kms
Rates are per gross m3

| Volume | Destination Services | Quarantine Inspection | Total |
|-----------|----------------------|-----------------------|-----------------------|
| Minimum | \$600 Flat | \$209 Flat | \$809 Flat |
| 4.01-8m3 | \$150/m3 | \$209 Flat | \$209 Flat + \$150/m3 |
| 8.01-16m3 | \$125/m3 | \$28/m3 | \$153/m3 |
| 16.01m3+ | \$115/m3 | \$28/m3 | \$143/m3 |

LCL: POE: Adelaide, Brisbane (Delivery within 50kms)
Rates are per gross m3

| Volume | Destination Services | Quarantine Inspection | Total |
|-----------|----------------------|-----------------------|------------------|
| Minimum | \$570 Flat | \$209 Flat | \$779 Flat |
| 4.01-8m3 | \$135/m3 | \$209 Flat | \$209 + \$135/m3 |
| 8.01-16m3 | \$118/m3 | \$28/m3 | \$146/m3 |
| 16.01m3+ | \$106/m3 | \$28/m3 | \$134/m3 |

Sole Use FCL: POE: Sydney, Melbourne, Fremantle (Perth) - Delivery within 50kms

| Container | Volume | Destination Services | Quarantine Inspection | Total |
|-----------|------------|----------------------|-----------------------|---------|
| 20ft | 0-15m3 | \$1,312 | \$530 | \$1,842 |
| 20ft | 15.01-20m3 | \$1,392 | \$530 | \$1,922 |
| 20ft | 20.01-25m3 | \$1,568 | \$530 | \$2,098 |
| 20ft | 25.01-30m3 | \$1,728 | \$530 | \$2,258 |
| 40ft | 30.01-35m3 | \$2,352 | \$800 | \$3,152 |
| 40ft | 35.01-40m3 | \$2,392 | \$800 | \$3,192 |
| 40ft | 40.01-45m3 | \$2,528 | \$800 | \$3,328 |
| 40ft | 45.01-50m3 | \$2,665 | \$800 | \$3,465 |
| 40ft | 50.01-55m3 | \$2,721 | \$800 | \$3,521 |
| 40ft | 55.01-60m3 | \$2,806 | \$800 | \$3,606 |
| 40ft HC | 60.01-72m3 | \$3,063 | \$845 | \$3,908 |

Sole Use FCL: POE: Adelaide, Brisbane (Delivery within 50kms)

| Container | Volume | Destination Services | Quarantine Inspection | Total |
|-----------|------------|----------------------|-----------------------|---------|
| 20ft | 0-15m3 | \$1,248 | \$530 | \$1,778 |
| 20ft | 15.01-20m3 | \$1,323 | \$530 | \$1,853 |
| 20ft | 20.01-25m3 | \$1,490 | \$530 | \$2,020 |
| 20ft | 25.01-30m3 | \$1,643 | \$530 | \$2,173 |
| 40ft | 30.01-35m3 | \$2,235 | \$800 | \$3,035 |
| 40ft | 35.01-40m3 | \$2,273 | \$800 | \$3,073 |
| 40ft | 40.01-45m3 | \$2,403 | \$800 | \$3,203 |
| 40ft | 45.01-50m3 | \$2,535 | \$800 | \$3,335 |
| 40ft | 50.01-55m3 | \$2,587 | \$800 | \$3,387 |
| 40ft | 55.01-60m3 | \$2,667 | \$800 | \$3,467 |
| 40ft HC | 60.01-72m3 | \$2,912 | \$845 | \$3,757 |

Indicative Terminal Handling Charges

For charges not pre-paid:

FCL (Single or Groupage) ISO 20ft Containers: **AUD 675 lump sum**

FCL (Single or Groupage) ISO 40ft Containers: **AUD 825 lump sum**

LCL Container Shipments: **AUD 185 per cbm (minimum AUD400)**

Customs Clearance & Documentation Fee: **Included for personal effects shipments**

Note - we strongly recommend that these terminal/port charges are prepaid at origin; invariably the rate you pay at origin will be less than we are required to pay at destination. If not pre-paid, Grace will bill actual charges +10% back to the origin office. If you are using an NVOCC, the charges may be significantly higher than those quoted above. Please ensure that when you do prepay the terminal charges, that you cover ALL charges i.e. THC, port charges, delivery order (EIDO), document fees, CMR, etc. otherwise we will be required to bill these costs back to you. We will provide a copy of the disbursement invoice together with our charges.

Motor Vehicles (Handout at Depot)

Vehicle in sole-use container **AUD 1470**

Car in container with effects: **AUD 1250**

Motorbikes in container with effects: **AUD 875**

Trailers in container with effects: **AUD 875**

Boats- vary, please contact destination office for rates when costing

Above rates now include the commercial customs clearance fee

Surface Rates Notes

Pricing

- Destination rates are calculated for delivery up to 50km from the POE or city centre, if there is any confusion with this please contact the relevant Grace destination office
- All other locations are available via our online MATT system rates portal - mattcloud.co/Grace/main, or via our rates team at partners@grace.com.au. Access can be requested to the rates portal via our partners email above.

Inclusions

- ✓ Collection from port and delivery to residence - ground and first floor with normal access
- ✓ Customs clearance
- ✓ Unpacking to bench-top level only
- ✓ Basic furniture reassembly and removal of debris - same day
- ✓ Dept of Agriculture Biosecurity (DOA) inspection fees are excluded but listed separately in the rates tables
- ✓ Cars, motorbikes and trailers include the commercial customs clearance fee
- ✓ Crown agreed discount has been applied to the published rates, no further discounts apply

Exclusions

- ✗ Terminal handling charges (see notes below)
- ✗ Delivery above the ground floor with lift access or ferry vehicle
- ✗ Reassembly of kit-type furniture (e.g. IKEA)
- ✗ Heavy lifts (e.g. safes, pianos, etc.) and difficult access delivery
- ✗ Demurrage
- ✗ Duties & taxes
- ✗ Storage and warehouse handling
- ✗ Third-party charges including, but not limited to, fumigation, maid or handyman services and physical inspection by customs
- ✗ Australian port infrastructure charges

Australian Port Infrastructure Charges

- A mandatory charge will be added to ALL surface shipments to cover the compulsory infrastructure charges now imposed by all Australian sea ports
- Flat per container rates will be added to all surface containers

| POE | Per container |
|-----------|---------------|
| Adelaide | AUD\$155 |
| Brisbane | AUD\$265 |
| Fremantle | AUD\$145 |
| Melbourne | AUD\$255 |
| Sydney | AUD\$275 |

Quarantine - Dept of Agriculture

- All shipments entering Australia are examined by Quarantine (DOA) Officers and these exam costs are shown separately in our destination rates tables

Groupage Container Minimums

- Groupage containers are subject to minimum loading densities: 20' - 22cbm and 40' - 45 cbm

Debris Collection

- If we need to return to the residence to collect debris after the initial delivery, additional charges will apply

Linehaul Rates

| From/ To | Adelaide | Brisbane | Melbourne | Perth | Sydney |
|----------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| ADELAIDE | | \$63/m ³ | \$45/m ³ | \$35/m ³ | \$58/m ³ |
| ALBANY | \$104/m ³ | \$142/m ³ | \$130/m ³ | \$26/m ³ | \$132/m ³ |
| ALICE SPRINGS | \$82/m ³ | \$121/m ³ | \$104/m ³ | \$95/m ³ | \$102/m ³ |
| BRISBANE | \$73/m ³ | | \$73/m ³ | \$84/m ³ | \$59/m ³ |
| BROOME | \$177/m ³ | \$209/m ³ | \$194/m ³ | \$110/m ³ | \$200/m ³ |
| BUNBURY | \$101/m ³ | \$138/m ³ | \$127/m ³ | \$21/m ³ | \$128/m ³ |
| BUNDABERG | \$120/m ³ | \$51/m ³ | \$120/m ³ | \$130/m ³ | \$102/m ³ |
| CAIRNS | \$135/m ³ | \$88/m ³ | \$135/m ³ | \$145/m ³ | \$119/m ³ |
| CANBERRA | \$68/m ³ | \$59/m ³ | \$65/m ³ | \$66/m ³ | \$23/m ³ |
| DARWIN | \$114/m ³ | \$147/m ³ | \$130/m ³ | \$127/m ³ | \$143/m ³ |
| ESPERANCE | \$134/m ³ | \$175/m ³ | \$159/m ³ | \$63/m ³ | \$165/m ³ |
| GERALDTON | \$104/m ³ | \$142/m ³ | \$130/m ³ | \$26/m ³ | \$133/m ³ |
| GOLD COAST | \$88/m ³ | \$16/m ³ | \$88/m ³ | \$98/m ³ | \$49/m ³ |
| HOBART | \$91/m ³ | \$94/m ³ | \$71/m ³ | \$97/m ³ | \$98/m ³ |
| KALGOORLIE | \$81/m ³ | \$124/m ³ | \$107/m ³ | \$51/m ³ | \$114/m ³ |
| KARRATHA | \$152/m ³ | \$185/m ³ | \$177/m ³ | \$84/m ³ | \$183/m ³ |
| MACKAY | \$114/m ³ | \$65/m ³ | \$114/m ³ | \$124/m ³ | \$93/m ³ |
| MELBOURNE | \$37/m ³ | \$40/m ³ | | \$42/m ³ | \$44/m ³ |
| NEWCASTLE | \$63/m ³ | \$49/m ³ | \$58/m ³ | \$62/m ³ | \$26/m ³ |
| PERTH | \$81/m ³ | \$124/m ³ | \$107/m ³ | | \$114/m ³ |
| PORT HEDLAND | \$153/m ³ | \$186/m ³ | \$178/m ³ | \$84/m ³ | \$184/m ³ |
| ROCKHAMPTON | \$114/m ³ | \$65/m ³ | \$114/m ³ | \$124/m ³ | \$93/m ³ |
| SUNSHINE COAST | \$91/m ³ | \$20/m ³ | \$91/m ³ | \$102/m ³ | \$72/m ³ |
| SYDNEY | \$52/m ³ | \$37/m ³ | \$48/m ³ | \$44/m ³ | |
| TOWNSVILLE | \$124/m ³ | \$71/m ³ | \$124/m ³ | \$129/m ³ | \$103/m ³ |
| WODONGA | \$61/m ³ | \$61/m ³ | \$48/m ³ | \$65/m ³ | \$35/m ³ |
| WOLLONGONG | \$63/m ³ | \$49/m ³ | \$61/m ³ | \$56/m ³ | \$13/m ³ |

Notes on Linehaul Rates

- Minimum charge is 1 cubic metre
- All rates above are AUD per cubic metre and in addition to the destination rates covered in this tariff
- Rate covers movement between Grace depots between the major towns/cities listed
- All consignments must be cleared through customs and quarantine at the port of entry into Australia
- Consignments cannot move underbond to the final delivery destination

Air Shipments

Airports of entry: Sydney, Melbourne, Perth, Adelaide, Brisbane

All rates listed below are expressed in AUD and include the agreed Crown discount

Air Shipment Rates

Air: Airport Arrival: Sydney, Melbourne, Perth (Delivery within 50kms)

| Air Chargeable Weight | Destination Services | Quarantine Inspection | Total |
|-----------------------|----------------------|-----------------------|-------------------|
| Minimum | \$422 Flat | \$209 Flat | \$631 Flat |
| 240-340 kgs ACW | \$1.76/kg | \$209 Flat | \$209 + \$1.76/kg |
| 341-454 kgs ACW | \$1.24/kg | \$209 Flat | \$209 + \$1.76/kg |
| 455-910 kgs ACW | \$1.00/kg | \$209 Flat | \$209 + \$1.00/kg |
| 911-1229 kgs ACW | \$0.95/kg | \$209 Flat | \$209 + \$0.92/kg |
| 1230 - 1820 kgs ACW | \$0.92/kg | \$0.17/kg | \$1.09/kg |
| 1821 kgs ACW + | \$0.85/kg | \$0.17/kg | \$1.02/kg |

Air: Airport Arrival: Adelaide, Brisbane (Delivery within 50kms)

| Air Chargeable Weight | Destination Services | Quarantine Inspection | Total |
|-----------------------|----------------------|-----------------------|-------------------|
| Minimum | \$390 Flat | \$209 Flat | \$599 Flat |
| 240-340 kgs ACW | \$1.62/kg | \$209 Flat | \$209 + \$1.62/kg |
| 341-454 kgs ACW | \$1.14/kg | \$209 Flat | \$209 + \$1.14/kg |
| 455-910 kgs ACW | \$0.98/kg | \$209 Flat | \$209 + \$0.98/kg |
| 911-1229 kgs ACW | \$0.92/kg | \$209 Flat | \$209 + \$0.92/kg |
| 1230 - 1820 kgs ACW | \$0.87/kg | \$0.17/kg | \$1.04/kg |
| 1821 kgs ACW + | \$0.76/kg | \$0.17/kg | \$0.93/kg |

Airline Terminal Handling Charges

All airline terminal handling charges will be billed back based on chargeable weight as shown on the air waybill +10% disbursement: Allow \$1.20 per kg (minimum \$240).

Pricing

- Destination rates are calculated for delivery up to 50km from the POE or city centre, if there is any confusion with this please contact the relevant Grace destination office.
- All other destinations are available via our online MATT system rates portal - mattcloud.co/Grace/main, or via our rates team at partners@grace.com.au. Instant rates system access can be requested to the rates portal via our partners email above.

Airport Terminal Charges/Airline Agent Fees

- Actual charges vary across airlines and freight forwarders, so we have based the above charges on the average. However, if the per kilo charge exceeds this amount, we will bill at cost +10% and provide a supporting copy of the service provider's invoice.

Quarantine - Dept of Agriculture (DOA)

- All shipments entering Australia are examined by the Dept of Agriculture (DOA) officers, these examination costs are shown separately in the destination rates above.

Storage Charges

| | | | | |
|----------------------------------------------------|--------|---------|----------|------------------|
| Goods in Transit (up to 90 Days) | \$1.63 | Per CBM | Per Week | Min \$20 |
| Long term storage (after 90 days) includes 10% GST | \$1.79 | Per CBM | Per Week | Min \$20 |
| Bonded Storage | \$10 | Per CBM | Per Week | Min \$50 |
| Handling In and Out | \$20 | Per CBM | One Time | Min \$100 |
| Delivery from store after 90 days | \$35 | Per CBM | One Time | Min \$100 |

- Shipments impacted by delays in clearance due to incomplete or non-compliant documentation will be subject to bonded storage charges
- Arrangements for delivery will be made during the first 7 days after arrival at the delivery branch. Clients unable to receive shipments during this time will be subject to storage charges from the date of clearance until the first date of client availability for delivery
- Delivery ex-store charges are applicable on all shipments remaining in storage 90 days after clearance

Other Additional Charges

- The rates below apply to all locations covered by this schedule and can be prepaid or, where advised by the origin branch, can be paid directly by the client upon arrival
- The following list is not exhaustive and only covers the most common of possible additional charges
- Some of these charges relate to services provided by third parties, so rates are subject to clarification at the time of service delivery. Prices cannot be fixed for the period of this schedule and should be used as a guide only

| Description | Rate | Comments |
|---------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ferry / Shuttle Vehicle | \$16 per m3 | (Minimum of \$385) |
| Access via internal lift / elevator | \$15 per m3 | (Minimum \$225) Note that some residential apartment buildings require clients to lodge a refundable deposit bond prior to the delivery. Grace requires shippers to fund their own building deposit bonds. |
| Stair Carry | \$15 per m3 per floor | (Minimum \$225 charge) Rate per floor, beyond the first floor above ground level internally, or equivalent for external stair access. |
| Long Carry | \$15 per m3 per 25 metres carried | (Minimum \$225 charge) |
| Piano - Upright | \$240 plus stair carry | Stair Carry is \$4.50 per vertical step. |
| Piano - Grand | \$480 plus stair carry | Stair Carry is \$4.50 per vertical step. |
| Handyman Service | \$150 per hour plus materials | (Includes picture hanging) Depot-to-depot charge, with minimum 4-hour fee. |
| Valet Unpacking | Calculated on application | Please provide carton count details for quotation estimate. Service tailored per move – also known as a "Maid Service". |
| Parking Permits | On application | Charges vary depending on the delivery city |
| Formal & Commercial Customs Clearance | AU\$500 | Required where clearances involve the services of a third party customs broker. These include Inheritances / Deceased Estates, Boats & Aircraft Commercial Consignments. |

General Information

Sea and Air Shipments

Sea Shipments

| CRITICAL FACTS | |
|----------------------------|--------------------------------------------------------------------|
| Pre- Arrival Documentation | Required 7 Days Before Vessel Arrival |
| Quarantine Inspection | All goods will be unloaded from shipping containers for Inspection |
| Customs Clearance | 7- 10 Days After Vessel Arrival |

In order to complete all necessary formalities, the original ocean bill of lading, together with your house bill and other documentation, i.e. packing list inventories, keys, etc. should be in our possession at least 7 working days prior to the vessel's arrival.

It is a requirement under Australian Customs Law that the impending arrival of all sea freight be electronically lodged with Australian Customs no later than 48 hours prior to its first point of arrival in Australia. Origin agents have a mandatory obligation to cooperate with this reporting requirement. Failure to comply may see origin agents incur additional lodgement costs and fines.

Consignee Instructions

Consign all ocean bills of lading to Grace International Removals via the appropriate Australian port of entry.

Destination Terminal Handling Charges

- Please note that some shipping lines which service Australia do not automatically include all local charges associated with DTHC within their prepaid terminal handling charges. For example, they may not include inward security documentation charges and similarly associated minor charges levied by the port or stevedores.
- It is important that if you are pre-paying Australian DTHC, check with the shipping line that all such charges have been included and that the container is free for release to Grace. Otherwise, these charges **will** be charged back to your account plus a 10% admin fee. These charges are not included within our standard destination rates.

Air Consignments

| CRITICAL FACTS | |
|-----------------------------|----------------------------------------------------------|
| Pre - Arrival Documentation | Required 48 hrs prior to flight arrival |
| Quarantine Inspection | All goods will be unloaded from air packs for inspection |
| Customs Clearance | 3- 7 Days after flight arrival |

In order to complete all necessary formalities, the MAWB, together with your house bill and other documentation, i.e. inventories, keys, etc. should be in our possession **at least 2 working days** prior to the flight arrival. You must confirm to us as soon as you are aware the consignment has departed. Do not arrange for consignments to arrive on Fridays or Saturdays.

It is a requirement under Australian Customs Law that the impending arrival of all air freight be electronically lodged with Australian Customs no later than 24 hours prior to its first point of arrival in Australia. Origin agents have a mandatory obligation to cooperate with this reporting requirement. Failure to comply may see origin agents incur additional lodgement costs and fines.

General Information

Australian Ports of Entry

| State | Port of entry | Airport arrival |
|------------------------------|--------------------------------------------------------------|----------------------|
| | Sea | Air |
| Australian Capital Territory | Sydney | Canberra |
| New South Wales | Sydney | Sydney |
| Northern Territory | Darwin (or via Adelaide with freight paid through to Darwin) | Darwin/Alice Springs |
| Queensland | Brisbane | Brisbane |
| South Australia | Adelaide | Adelaide |
| Tasmania * | Hobart | Hobart |
| Victoria | Melbourne | Melbourne |
| Western Australia | Fremantle | Perth |

Special notes:

*When consigning FCL containers to Tasmania, a Through Bill of Lading may be available from the shipping line, if unavailable then the Port of Melbourne should be used as the final destination. **All Groupage and LCL shipments for Tasmania must be consigned to POE Melbourne where inter-city linehaul rates will be applied from Melbourne.**

- The above are the recommended ports of entry for sea and air shipments with a destination within the stipulated state or territory
- Destination services will be charged at the published rates PLUS inter-city line haul rates if applicable
- For destinations not covered in the linehaul tariff, please contact partners@grace.com.au

Consignee Information

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Consignee Instructions - Adelaide Please Consign / Notify as follows: Grace International Removals 25 Hewittson Road Edinburgh North SA 5113 Phone: + 618 8405 5010 Email: importssa@grace.com.au Att: Debra Robinson</p> | <p>Consignee Instructions - Melbourne Please Consign / Notify as follows: Grace International Removals 195 - 201 Princes Highway Hallam VIC 3803 Phone: + 61 3 9796 4465 Email: importsvic@grace.com.au Att: Ron Paratene</p> |
| <p>Consignee Instructions - Fremantle/Perth Please Consign / Notify as follows: Grace International Removals 236 Berkshire Road Forrestfield WA 6058 Phone: + 618 9454 0926 Email: importswa@grace.com.au Att: Emily Hunter</p> | <p>Consignee Instructions - Darwin Please Consign / Notify as follows: Grace International Removals 11 Champion Road East Arm NT 0822 Phone: + 618 8984 3433 Email: importswa@grace.com.au Att: Paul Collier</p> |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Consignee Instructions - Brisbane Please Consign / Notify as follows: Grace International Removals 420 Sherbrooke Road Willawong QLD 4110 Phone: + 617 3246 6777 Email: importsqld@grace.com.au Att: George Cooper | Consignee Instructions - Canberra Please consign / Notify as follows: Grace International Removals 54 Sawmill Circuit Hume ACT 2620 Phone: + 612 6232 1050 Email: importsyd@grace.com.au Att: Warwick Foley |
| Consignee Instructions - Sydney Please Consign / Notify as follows: Grace International Removals 4 Tucks Road Seven Hills NSW 2147 Phone: + 612 9838 5600 Email: importssyd@grace.com.au Att: Rajeshni Rao | Consignee Instructions - Hobart Please Consign / Notify as follows: Grace International Removals 63 Greenbanks Road Brighton TAS 7030 Phone: + 613 6234 9499 Email: hobart@grace.com.au Att: Sam Wright |

Grace Import Process

Australian bio- security regulations require ALL shipments to be inspected at an accredited Department of Agriculture, Forestry & Fisheries (DAFF) approved premises before customs clearance is granted. This means the direct delivery of the shipping line container to residence is not possible. All goods must be unloaded into Grace DAFF approved facilities prior to quarantine inspection and customs clearance before final delivery can occur.

Customs clearance and Quarantine Inspection are two interlinked components of the shipment clearance process. If all documentation is received in advance and is in good order, we can obtain a green light from customs prior to the consignment's arrival. This expedites the process, with only the quarantine inspection required. Once quarantine clearance is approved the full customs clearance is given.

The steps below show the significant steps in the shipment clearance process and the approximate time take in calendar days.

Grace submits customs documentation as soon as arrival freight information is known



Grace reports cargo to Customs – *see page 12 for detailed requirements*



Arrival of consignment at Port of Entry



Grace picks up consignment from Port of Entry
FCL - 2-4 days, LCL 2-8 days, Groupage 2-4 days, Air 1-2 days



Grace unpacks consignment into warehouse and processes quarantine inspection
FCL - 1-5 days, LCL 1-5 days, Groupage 1-5 days, Air 1-5 days



Consignment receives Customs cleared status
FCL - 1 day, LCL 1 day, Groupage 1 day, Air 1 day



Grace delivers consignment to client
FCL - 1-5 days, LCL 1-5 days, Groupage 1-8 days, Air 1-3 days

TOTAL Clearance and Delivery Times – Calendar Days

| | | | | | | | |
|-----|-----------|-----|-----------|----------|-----------|-----|-----------|
| FCL | 5-15 days | LCL | 5-19 days | Groupage | 5-18 days | Air | 4-11 days |
|-----|-----------|-----|-----------|----------|-----------|-----|-----------|

The above times are based on delivery within our 0 – 30 miles (50 kms) zone and are dependent on normal Customs and DOA service level agreements and the client's residence being available. Any DOA and/or Customs breach of service level agreements, particularly during peak periods of December, January and February, can result in delayed clearances beyond Grace's control. Note: LCL de-consolidators can be very slow to release cargo in Australia and it can be over a week after arrival before a Delivery Order is issued allowing Grace to collect the goods.

Import Regulations

Customs

All goods entering into Australia are subject to Australian Customs review. At the time of printing, the following regulations apply but are subject to change without notice. If in doubt, please check with the Grace International Removals office at the relevant Australian port of entry.

- **Unaccompanied Baggage and Household Goods (UPE)** are free of customs duty, GST and sales tax so long as they have been owned and used overseas for at least twelve months preceding the customer's departure for Australia.
- ✗ Items not eligible for duty, GST and sales tax exemption are:
 - Goods which have been owned and used for less than twelve months
 - Goods not owned and used by the importer
 - Motor vehicles
 - Deceased estates

The rates of duty and taxes applicable vary depending on the commodity and purchase receipts, invoices or similar may be required to substantiate an item's valuation. The client will be asked to provide proof of travel arrangements in order to comply with the 12 months rule.

- **Alcohol and Tobacco** products are subject to high levels of duties and taxes, the cost of which will be advised to the shipper at the time of clearance.
- **Vehicles, Motorcycles and Boats** are not classed as household goods and require a Vehicle Import Permit **PRIOR** to shipping. **DO NOT** ship any vehicles, motorcycles or boats without a valid permit or else risk the cost of deportation. Further information regarding the importation of motor vehicles can be found at the Australian Government Department of Infrastructure www.infrastructure.gov.au/vehicles/imports
- **Firearms & Weapons** are not permitted into Australia without a valid permit received PRIOR to shipping. DO NOT ship firearms or weapons without first receiving a green light from an authorised Grace representative in writing. For information on firearms and weapons permits www.abf.gov.au/importing-exporting-and-manufacturing/prohibited-goods/categories/weapons
- **Australian Customs Form (B534)** unaccompanied personal effects statement must be completed by the owner of the goods. It is essential that you provide Grace with the full name of the shipper (i.e., surname and first names), together with a contact address in Australia (not a post office box). [Click to Download Australian B534](#)
- **Passport & Visa:** a clear digital scan of the owner's passport (photo and information page), and the valid residence visa if not an Australian citizen, are required to be submitted on all UPE shipments.
- **Packing List:** a full descriptive and legible copy of the packing list/inventory in English is required.
- **Low Value Shipments:** Grace can customs clear shipments which do not qualify as UPE such as items from bequeathed shipments if the goods have a value of less than AUD1000. Grace will require evidence of the item's value and a written declaration from the client explaining why these goods are entering Australia. Grace will charge \$100 administration fee for making this customs entry.
- **Do Not Co-Load Commercial Goods:** Do not co-load household/personal effects with general or commercial freight as this will result in deconsolidation at the wharf and incur additional and expensive break-bulk fees and other charges.
- **Deceased Estate:** Any non-household/personal effects consignments e.g. deceased estates or goods not qualifying for duty/tax free exemption will require a formal customs entry and attract a customs broker's fee of an additional \$500.

Quarantine

Australia is very dependent upon primary industries such as livestock and agriculture. Australia is fortunate, indeed unique, in its freedom from many diseases of humans, animals and plants that affect other parts of the world. As a result, bio-security regulations are strict and, if in any doubt please check with the Grace International Removals branch at the relevant Australian port of entry prior to shipment.

- Your clients are responsible for the cleanliness of the items within their consignment. Every action should be taken on their part to ensure that they are informed about Australian quarantine requirements and the responsibility not to ship prohibited items, and ensure the cleanliness of the items they are shipping.
- Dept of Agriculture officers (DOA) will inspect motor vehicles, caravans, motorcycles or trailers upon arrival and may require that these be steam cleaned at a registered bio-security cleaning premises. Clearance will be assisted if all soil, foliage, etc. is removed from the vehicle (including underneath) prior to shipment. Further information regarding the importation of motor vehicles can be found at the Australian Government Department of Infrastructure site: www.infrastructure.gov.au/vehicles/imports/
- The DOA website provides detailed information on imported items of concern. www.agriculture.gov.au/travelling/moving-immigrating/personal_effects

WARNING: Making a false or misleading statement to authorities is a serious offence and may involve heavy penalties, including forfeiture of any article not declared. Drug trafficking is also against the law and severe penalties apply.

Dept of Agriculture (DOA) – Possible Additional Charges

The following information has been provided to assist you in briefing your clients so that they are aware of the likely charges they will incur if they are found to have items that will incur a DOA Direction Order. Unless otherwise advised, any additional DOA charges will be for the account of the shipper.

- Options for treatment at the order of DOA (known as a DOA Direction) include the following treatments / actions;
 - ✓ Steam Cleaning
 - ✓ Gamma Radiation (Low and High Level)
 - ✓ Virkon Treatment (High level disinfectant often used on items linked with animals)
 - ✓ Fumigation
 - ✓ Destruction
- There are very few authorised Gamma Radiation Treatment providers in Australia. When goods arrive through smaller POEs such as Adelaide, the items in question need to be sent interstate for treatment; this can be a very lengthy and costly process.
- Cleaning and/or fumigation of items prior to shipping does not provide a guarantee of automatic clearance into Australia. DOA reserves the right to order items that were not cleaned or treated to its satisfaction for re-treatment prior to release in Australia.

The following list is not exhaustive and covers only the most common possible additional charges. It should be noted that some of these charges relate to services provided by third parties, so rates are subject to clarification at the time of service delivery. Prices therefore cannot be fixed, and this table should be used as a guide only.

All rates are expressed in AUD

| DOA Ordered Treatment | Steam Clean per item | Steam Clean Motor Vehicle | Gamma Radiation (Level 25) | Gamma Radiation (Level 50) | Virkon per item | Fumigation per TEU (+25% for 40ft) | Destruction per cbm, min 1 cbm |
|-----------------------|----------------------|---------------------------|----------------------------|----------------------------|-----------------|------------------------------------|--------------------------------|
| Adelaide | \$88 | \$750 | \$400 | \$450 | \$176 | \$250 | \$88 |
| Brisbane | \$88 | \$750 | \$385 | \$385 | \$176 | \$180 | \$88 |
| Canberra | \$99 | \$750 | \$385 | \$485 | \$176 | \$385 | \$88 |
| Darwin | \$88 | \$750 | \$405 | \$405 | \$176 | \$195 | \$88 |
| Hobart | \$176 | \$750 | \$400 | \$450 | \$176 | \$475 | \$88 |
| Melbourne | \$176 | \$750 | \$385 | \$425 | \$176 | \$475 | \$88 |
| Perth | \$88 | \$750 | \$405 | \$405 | \$176 | \$195 | \$88 |
| Sydney | \$99 | \$750 | \$385 | \$485 | \$176 | \$385 | \$88 |

DOA – Possible Extra Charges

- DOA also conducts random inspections of the actual shipping line container which may result in a DOA Treatment Order for the container. In these rare circumstances, treatment charges for the container will be passed onto the booking agent.
- The following items MUST be declared on the shipper's Unaccompanied Personal Effects Statement (Australian Customs Form B534), note that this list is not exclusive and should be used as a guide only.
 - **Seeds and Nuts** – Includes packaged seeds, seed ornaments & necklaces (some seeds are prohibited), nuts out of shell such as salted nuts, in foil or roasted.
 - **Food** - Includes cooked and uncooked ingredients, tea, coffee and milk-based drinks
 - **Herbs & Spices of any kind** – e.g. herbal medicines & remedies, tonics and teas
 - **Biscuits, Cakes & Confectionary** – Includes processed & instant meals (noodles containing meat are prohibited)
 - **Plant Products** – Straw packaging, wooden articles, artefacts, handicrafts & curios – includes wreaths & decorations made of cereal or grain, articles stuffed with seeds or straw, carvings, items made from palm fronds or leaves (items made from banana leaves are prohibited)
 - **Bamboo, Cane or Rattan Baskets & Mats** – including coconut carvings, cane baskets
 - **Wooden Articles** – Includes painted or lacquered items
 - **Fresh Flowers & Leis** – (Flowers that can be propagated such as Roses, Carnations & Chrysanthemums are prohibited)
 - **Dried Flower Arrangements**
 - **Pinecones & Potpourri** – Includes natural & decorative products such as wreaths
 - **Shells or Coral in any form** – Includes jewellery, curios & souvenirs (some may be prohibited under International Wildlife Legislation)
 - **Animal Products** – Includes any items made from rawhide, such as drums, shields, artefacts, dog chews & any treated skins, hides, furs, hair or feathers (some may be prohibited under International Wildlife Legislation)
 - **Stuffed Animals** – Must be accompanied by a certificate stating that they have been prepared by a taxidermist (some may be prohibited under International Wildlife Legislation)
 - **Wool (Unprocessed) & Animal Hair** – Includes yarns, crafted rugs & cloths - wool must be scoured and hair cleaned
 - **Animal Equipment** – Includes clothing, footwear, grooming & veterinary equipment, saddles, bridles, birdcages and kennels
 - **Sporting & Camping Equipment** – Includes tents, footwear, hiking boots golfing equipment and bicycles.
 - **Bee Products**

The following items are prohibited from entering Australia:

- × **Dairy, Eggs & Egg Products** – Includes whole, dried & powdered egg and some products with egg as an ingredient (infant formula accompanying an infant and NZ dairy product are permitted)
- × **Live Animals** – Includes birds, bird's eggs, fish, reptiles & insects
- × **Meat & Meat Products** – Includes all uncanned or fresh, dried frozen, smoked or salted meat
- × **Seeds and Nuts** – Includes raw unroasted nuts, raw peanuts, chestnuts & popping corn
- × **Fresh Fruit & Vegetables** – Includes all fresh & frozen fruit and vegetables
- × **Live Plants** – Includes cuttings, roots, bulbs, corns, rhizomes & stems

Note: Any declarable items discovered in a consignment, that have not been declared, are the responsibility of the shipper who could face potential fines up to \$50,000, confiscation of the offending item and up to 10 years in prison for the most serious breaches. If your clients are unsure about the eligibility of goods they are carrying into Australia, they should declare them.

Payment and Terms

Terms

- Invoices will be raised upon arrival of goods into Grace warehouses from the port of arrival pending quarantine inspection.
- Invoices will be due for payment 45 days from the date of invoice.
- Interest charges will be applied to late payments. Rates will be based on current base rate published by National Australia Bank.

Currencies

- All rates are expressed in AUSTRALIAN DOLLARS and our invoices should be paid by Banker's Draft or Telegraphic Transfer in AUSTRALIAN DOLLARS for the full amount of our invoice.
- SHORT PAYMENTS caused by conversion of foreign currency on the date the draft is banked, or Bank Fees charged must be paid. Your co-operation in this regard is appreciated.
- Australian Goods & Services tax (GST) is not applicable on international import services when billed to international agents, however storage charges and local services billed directly to shippers will have 10% GST in addition unless otherwise noted.

Banking Details

The account details for Grace Removals Group in Australia are as follows:

| | |
|------------------------|-----------------------------------------|
| Bank: | National Australia Bank |
| Branch: | National Australia Bank House |
| Branch Address: | 255 George Street, Sydney NSW 2000 |
| Swift Code: | NATAAU3302S |
| Account Number: | 55 971 1292 |
| Account Name: | Grace Worldwide (Australia) Pty Limited |

In order to allocate your payment to the correct account, please ensure confirmation of the payment is sent to eft@grace.com.au