



Step by Step Guide / How it Works

Our ezy check list for arranging your Personal Effects & Excess Baggage shipment.

1. Obtain your quote

- Use our online quotation engine to request the cost by selecting your destination & service options.
- Ensure you have your approximate weights & dimensions available.

2. Make your booking

- Once you have obtained your quote please confirm it by completing the "Booking Instruction" form
- Please email to info@ezybag.co.nz or fax 09 275 7805 or attach to your shipment.
- We recommend you book 2 to 3 days prior to departure.

3. Booking Instruction Completion

- Once we have received your Booking Instruction, we will follow up with confirmation that all the correct paperwork has been completed. Certain countries require additional Customs documentation.
- We can arrange marine insurance at this time if required.
- Please supply a copy of your passport identification (photo page)

4. Packing your Shipment

- Use Suitcases or secure boxes, ensure all items are clearly labelled with your name & destination address.
- We can supply boxes free of charge; 50cm x 40cm x 35cm (up to 30kg) 40cm x 30cm x 25cm (up to 15kg)
- For ease of handling, we suggest no more than 30kg per piece; there is no limit on the total weight.
- No Dangerous Goods or prohibited items allowed, please see the guide on our Booking Instruction.

5. We will contact you

- Once booked, we make arrangements with you for collection or you can drop off at our Airport office.

6. Make payment

- Once we have received your shipment & check weighed it, we can confirm the total cost to you.
- Payment is required prior to export; we provide a receipt and copies of documentation required.

7. Track & Trace

- When your shipment is confirmed onboard we will email all unique tracking numbers & documentation.

8a. At your Destination (to Airport/Seaport only)

- Contact the airline / shipping line concerned. You will need to take your documentation to the airline / shipping line or its handling agent & pay any handling fees due to them.
- You will then need to proceed to customs to have your forms stamped before returning to the airline or agent who will release your shipment.

8b. At your Destination (to Door)

- When we arrange to door, we arrange the airline collection, customs clearance & delivery to your door.
- Customs tax / duty (if applicable) at destination will need to be paid for prior to delivery.