

## HOUSEHOLD GOODS & PERSONAL EFFECTS

When shipping Household Goods and/or Personal Effects it is recommended that customers complete the following checklist. If you have questions or require additional information, please contact the Tropical Shipping Customer Service Department toll-free at 1.800.638.8767 or email us at [CustomerCare@tropical.com](mailto:CustomerCare@tropical.com)

### General Information:

- A detailed packing list of the contents of your shipment and approximate value is required, along with a Shipper's Letter of Instruction
- Shipment needs to be paid for prior to cargo sailing. It can be paid for in the United States or at the Port of Destination – but must be paid in advance.
- Charges should be confirmed *after* the cargo has been received, *before* final payment is made
- Payments can be made online at [tropical.com](http://tropical.com) using a Visa, MasterCard. You can also make payments in person using cash, a money order or cashier's check. Payments can be mailed to: Tropical Shipping & Construction Co. Ltd., P.O. Box 198301 Atlanta, GA 30384-8301
- A completed Credit Card Authorization form can be faxed to Customer Service at 561-881-3922. A copy of the Credit Card Authorization form can be found in the Forms section of our website, located under Shipping Guidelines
- If insurance is required, cargo will be insured for total loss only and an Insurance FPA form must be completed. Please contact Customer Care.
- The following is a partial list of items that are prohibited articles and cannot be included with your shipment: Ammunition, antiques, paintings, works of art, coin or wine collections, jewelry. Contact Customer Care for additional information.
- Firearms must be declared with the serial number. Proof of ownership must be provided, along with a copy of the owner's driver's license or passport. Shipment of firearms is subject to approval by the Final Port of Destination.
- Please contact your local office for free time, storage and demurrage charges. A list of all Tropical locations and contact information can be found in the Contact section of our website.
- Please contact your local office for a list of trucking companies able to deliver your cargo to your door. Final delivery of cargo is to the port.
- Please refer to [tropical.com](http://tropical.com) for all Cargo and Documentation cut-off information found at the bottom of the Forms page

### Full Container Loads (FCL):

- Please contact customer service to make booking for your container
- If you are shipping a vehicle, please see our Vehicle Shipping Guidelines. Vehicles should be delivered to the Port of Palm Beach
- Full Container Loads originating in California, Oregon, Washington, Nevada, Arizona, Idaho, Utah, Colorado, Wyoming or Montana – please contact our Customer Care department for details on moving your cargo from these areas.
- Containers sit 4 – 6 feet off the ground. Tropical does not provide a ramp to load container
- Please provide the means to load your container as our drivers are unable to assist with loading of containers
- Cargo must be properly blocked and braced inside the container to avoid shifting
- Confirm with your government officials that your city ordinances allow for container to be in residential area
- If loading in South Florida and container is being dropped, container must be in a secure area
- If loading outside, Dade, Broward and Palm Beach, Martin or St. Lucie counties (Florida), you have 2 hours to load. There will be a charge for each additional hour
- If Tropical is loading the container on your behalf, all items must be properly protected and packaged in cartons, crates, barrels or lift vans. This is still subject to approval by loading manager upon delivery of the cargo
- For interior dimensions of the container, please see Equipment information on our website. Cargo must fit within the confines of container

### Less Than Container Loads (LCL):

- Items must be properly protected, packed and labeled for export
- Information about our National Pickup Service can be found at [this link](#) (under Services at [www.tropical.com](http://www.tropical.com))
- Please provide 48 hours notice for pick ups in Manhattan, NY. Contact our customer service department for details.
- Motorcycles (only if crated) are delivered to the South Florida LCL Cargo Receiving Facility in Miami and require Customs clearance prior to export.

### Questions?

Telephone 305.805.7678, 954.748.5777 or for West Palm Beach 561-881-3999. Outside Florida, call us toll-free at 800.638.8767 or email us at [CustomerCare@tropical.com](mailto:CustomerCare@tropical.com).