



Pass the Parcel

What you need to know

The following is our handy guide in preparing your items to be shipped to ensure your goods are properly protected and presented for their journey. Included is a list of items that are prohibited to ensure that only permissible items are included within your shipment. We also advise on the best courier service option for you and how this is conducted so you know what to expect throughout the process.

Presentation and packaging

- When sourcing cartons/boxes in which to pack your items ensure you choose a good quality product. These will be carrying your goods throughout their journey, therefore, cheaper and inferior cartons can break and lose their strength during the shipping process which can cause damage or even loss.
- Ensure all boxes are very well sealed along all sides with a good quality, strong tape.
- When packing your cartons use additional packaging such as bubble wrap or paper for fragile items for added protection.
- Do not under-fill boxes. Excessive empty space in a carton can allow the goods to move around leading to damages. Fill any unused space with paper or bubble wrap.
- If you have any irregular items which cannot be boxed, please ensure they are fully wrapped in a good layer of plastic packaging (ie, bubble wrap) and ideally then covered with a good quality packing paper. Ensure adequate tape is used along all joins.
- Any suitcases or other 'containers' should be plastic wrapped with a good quality bubble wrap or similar to allow shipping labels to be attached. This will also ensure your suitcases are not marked by the use of sticky labels.
- Please avoid the use of loose/non-rigid bags where possible as these offer very little protection.
- Please do not over-fill boxes or other containers! They will need to be carried by the courier and excessive weight can incur additional charges.



Your Service

Land based courier



- On the arranged day of your collection the courier will be accepting your goods through the main entrance to your property. If you reside in flats or apartments the goods will need to be taken to the main building entrance.
- We cannot guarantee exact collection or delivery times therefore you will need to be available throughout the arranged day to ensure the courier is able to complete the collection/delivery.

Air-Freight

- On the arranged day of your collection the courier will be accepting your goods through the main entrance to your property. If you reside in flats or apartments the goods will need to be taken to the main building entrance.
- Your goods will be taken to the nominated airport for collection. This will need to be in person. A small local fee will be payable.



Prohibited items

Any shipment containing undeclared dangerous goods, as per the list below, could result in referral to the CAA and incur additional charges. If in doubt you should contact a member of our sales team or email customerservice@movingpartnership.co.uk

Personal and or household effects cannot contain the following:



*** Please note Lithium Batteries are contained in laptop computers, games consoles and mobile phones. THESE MUST BE REMOVED BEFORE PACKING.**

Should any of the above items be in a consignment there will be a £75 fine per item plus a further charge for the items to be removed from the consignment.