



THE SHIPPER[®]

Shipping Dreams All Around The World.

Terms and Conditions.

If you don't have time to read the fine print right now that's okay, but please take note of some of the really important points below so we can make this a seamless shipping experience for you:

The Shipper are 'agents only' meaning we take care of all the hard stuff for you! We liaise with suppliers and customs on your behalf, what it also means is that while we do our very best in some cases, we are subject to their policies and/or terms and conditions.

What do we need from you?

Firstly, please ensure that you are the owner of the goods or have been given permission to act on behalf of the owner of the goods to work with us.

It is really important that you provide us with [accurate information](#) in relation to the transportation of your goods. This includes all marks, weights, numbers, brands, contents, descriptions, values and other particulars. We often have deadlines by which we need these details, so please make sure you adhere to these so we can make sure everything runs smoothly for you.

To ensure your goods arrive safely and all in one piece you need to make sure they arrive correctly packaged and stored, and ready to be shipped, except of course when The Shipper has agreed to do this for you.

Also, we want to make sure everyone is doing the right thing so we do not run into any issues along the way – please make sure you have applied for any necessary consents, and are obligated by any laws or policies relating to the carriage of your goods.

Insurance.

It is our duty to you as our customer to make sure you are aware that your goods remain at risk at all times, as such you need to make sure you have the right insurance for these goods.

Here at The Shipper we have teamed up with PIC insurance brokers who can assist you with your insurance needs and make sure you understand the policy and the terms of that policy before you ahead.

What have you planned to do for Insurance? [We are happy to assist](#) you with this.

[Subcontracting.](#)

Like most kiwi's, at The Shipper we have a 'do it yourself' attitude, but in some cases, we need to subcontract out some of the work. In such cases we will be subject to the [Terms and Conditions of these subcontractors](#), in this case we will provide you with these terms.

[All Things Money.](#)

We aim to provide you with an affordable shipping solution for your goods, please take note of the below to make this easier for us. We base our pricing on the weights, measurements or value provided to us by you. If these are incorrect then we will need to adjust our pricing accordingly. Please ensure the information you provide is correct so we can avoid passing additional costs on to you.

All of our [costs are subject to current pricing at the time of us quoting](#) our services to you. If these costs increase then we will need to on charge this to you, of course we are here to get you a great deal and will minimise cost to you wherever possible.

Our quotes generally do not include GST, please note that is this needs to be paid on your shipment is due at the time as the rest of your payment.

Payment for our services is due when we receive your goods. Please help us to make your shipping timely by paying by the due date set out by us. This payment is non refundable as you would have already experienced our awesome service. Any payment not received by the due date will be subject to additional fees (please refer to full terms and conditions for more detail).

[Sale and Disposal of Goods.](#)

We do not want to hang on to your property, in fact the whole reason we do this is to make it easy for you to receive your goods. However if the situation arises where we have not been able to deliver your goods and we have had them for over 90 days, we will give you 21 days notice – and after this time The Shipper has the right to dispose of or sell your goods.

We want this to be a smooth, easy and seamless process for you, here at The Shipper we pride ourselves on offering an [excellent personalised customer experience](#) - if you have any questions about any of the Terms and Conditions please just ask.

We look forward to working with you.