



Northland Services

MARINE TRANSPORTATION

Dear Valued Household Goods Customer:

Thank you for booking your shipment with us to _____. Your booking number is _____. You are booked on Voyage # _____ departing from _____ on _____. We will need to have your goods at our terminal no later than _____.

To help your move go smoothly, here are some important things to remember:

Packaging Requirements:

Please be sure that your goods are properly packaged for ocean shipment before you arrive at our terminal, since Northland is not staffed or equipped to package your goods. Some general rules of thumb include:

- 1) All belongings that can be, should be boxed or somehow contained. Please avoid bringing in loose items whenever possible. Boxing your personal effects will make your loading process easier and provide for better protection.
- 2) Large items, like furniture, should at a minimum be covered with a heavy moving blanket. While the shipping containers are wind and water tight, there is movement on the water and objects will move against each other.
- 3) Northland's cargo legal liability covers your household goods for sixty cents (\$.60) per pound while in transit. All terms and conditions relating to the shipment of goods are available online at www.northlandservices.com. Insurance to cover additional value may be purchased from your private insurance company.

Offloading Your Vehicle/Truck

Please package your household goods in small, light enough packages so that you can unload them from your truck/vehicle to the dock. Northland is not normally staffed to unload your truck or vehicle. We may be able to help you with the occasional large or heavy item as manpower permits, but we cannot guarantee that there will be anyone available to assist you.

For small shipments -- less than the equivalent of six pallet loads or 400 cubic feet -- Northland will provide a pallet(s) for you to load your goods onto. Once you have loaded your pallet(s), our warehouse personnel will wrap the pallets with plastic wrap and load the pallets into a container.

For larger shipments – greater than six pallet loads or in excess of 400 cubic feet, or items of greater dimensions than a pallet (4'x4')—the following will apply:

- 1) We will set a container down in our terminal, at ground level, for you to load yourself. In this situation you will not be required to load pallets. We find most times that this is the fastest and most efficient way to load your goods if you have more than six pallet equivalents. Please try to load your goods to the back of the container as high and tightly packed as you can to get maximum utilization of container space.
- 2) If you anticipate the need to load directly into a container you may want to bring someone to help you load the container. Northland is not normally staffed to load your household goods into the container. We may be able to help you with the occasional large or heavy item as manpower permits, but again, we cannot guarantee that there will be anyone available to assist you,

If you are unsure whether or not you have more or less than six pallet equivalents, please consult our warehouse staff and they will advise you.

Loading a Full Container

If you have a full container that you will load yourself at your residence, the container will arrive at your requested location on a trailer. This means the container will be about four feet from the ground. You will need to supply your own ramps to get access to the container. U-Haul and other rental agencies generally have ramps for rent.

Please make sure the weight is distributed evenly throughout the container.

Payment of Freight

Once you are finished loading your pallets or container we will weigh your goods and calculate your freight charges. Please pay your freight charges at this time. We accept cash, personal checks, VISA or MasterCard.

Thank you for taking the time to read this over and package your household goods in a manner that will insure safe, efficient handling. Please do not hesitate to call our Customer Service Department with any questions or for more information. Our toll free number is 1-800-426-3113; our local Seattle number is 206-763-3000.

Thank you for choosing Northland Services. We look forward to providing service for you.