



#### **Saarkie Limited:**

Unit O, 6 Rosedale Road, Windsor Park, Albany, Auckland, 0632, New Zealand.  
NZ CUSTOMS CODE: 40495092E  
NZBN: 9429046950468 / 9429049000658  
GST Registration: 126-740-557  
ANZ Business Bank Account Number: 06-0294-0980656-00

#### **Pakkie vir Saarkie (PTY) LTD**

Mopani Road, Marlands, Germiston, South Africa.  
Registration number: 2021/920998/07  
SARS REGISTRATION CERTIFICATE: CUS0047022  
CUSTOMS CODE: CU25225608  
ID: 7711190204086  
FNB Business Bank Account Number: 6291 8959 943

#### **Saarkie Limited**

courier broker in New Zealand & South Africa.

Our role is to connect you with a service that suits you best. The agents/carriers we use each have their own terms and conditions, our terms add to the already established terms of the specific carrier.

Our promise to you is a personal approach to ensure ease of trade. If there is a problem with one of the services we use on your behalf, we will exhaust all avenues to solve it.

For your ease of mind and or rights when things go pear-shaped: <https://www.consumer.org.nz>, and in the event a resolution can not be agreed upon within the three-month period, an alternative is the independent New Zealand disputes tribunal <https://disputestribunal.govt.nz/how-to-make-a-claim/>

#### **HOW DOES IT WORK?**

1. You gather what you would like to send, (keep receipts and photograph your items is highly recommended for just in case). We contract to a variety of carriers.
2. Work out what your KG and DIMENSIONAL WEIGHT will be (LxHxW in centimeters, divided by 5000 is your dimensional weight).
3. Check the price list to see what you will be invoiced for. (Whichever the greater, either actual KG or Dim Weight).
4. Place your order online. (The details of the sender, receiver, content, value, weight, and size is needed).
5. A payment page and later an invoice will be sent to you. Your invoice body has your booking, declaration and tracking details listed. If at this point there is a discrepancy, please let us know as soon as you can.
6. Get ready to send your parcel. Your options are: **1.** Deliver to our NZ Depot in Albany in person,

**2.** Use your own courier to have it sent to our NZ Depot, or **3.** We send you a local NZ Courier Label to attach to your parcel, and have it delivered over the counter at your local NZ PostShop. (in some areas, local dairy's also act on behalf of NZ CourierPost).

7. South Africa: The Courier Guy is our third-party collector before your item is sent overseas.
8. From our NZ Depot, once your item arrives, it leaves NZ within the hour, tracked, traced, and followed for you. (Notifications are also sent to you directly through the carrier, and you also can follow the tracking live online.
9. When your item is delivered and signed for - we let you know by confirming with you.

#### **WHAT HAPPENS IF THE PERSON MY PARCEL IS INTENDED FOR IS NOT AT THE DELIVERY ADDRESS AT THE TIME OF DELIVERY?**

Most carriers deliver only on weekdays between 9am and 4pm. All, if not, most couriers leave a calling card, and take the item to a safe depot closer to your recipient. Your recipient would need to call the given number and have a reference ready (on the card, mostly it is your tracking number) and then you arrange for a re-delivery, address change or a different date/time. We can assist you with this should you need help.

#### **INSURANCE:**

Carrier value: The amount it costs to send your item.  
Content value: The amount your item is declared for.

*National:* When your item left your possession, it is the responsibility of the carrier, until it reaches us. Our insurance for **carrier** value is included. National carriers have their own **content** insurance which we claim on your behalf, depending on the issue. Note that we do not advise that you ship items for more than \$400.00 (NZD).

*International:* When the international courier collects your item for overseas delivery, your item becomes their responsibility until it reaches the specific country's customs. Once your item has cleared customs, it is subject to the overseas shipper terms and conditions, until your item is delivered and signed for. We ensure the value of **carrier**, but the value of **content** would depend on your declaration. Should you choose to ensure your value, the fees are 10% of your declared value. This you note on your booking.

For example, if you send a brand-new electronic device worth \$1000 but claim it is used and worth \$50, our insurance will cover the cost of the stated value if the carrier misplaces/loses the parcel. In these cases, we can facilitate your payment to the appropriate authority, but take no responsibility if the value is stated incorrectly. Our in-house insurance only covers up to \$400NZD, so if your parcel content is more - you can possibly arrange your own insurance for the duration of your parcel travel.

In the case of a lost item - we process a claim through the carrier. We will assist with dates, tracking numbers and contacts. **If you send valuable items, it's advisable to keep a receipt, take a photo of the item and retain any other relevant information about the item until it is delivered.** When you place a booking with us, you agree to the terms.

If a recipient country's regulatory authority contacts you or your recipient with a request for custom fees, GST, VAT, BTW and requests payment before delivery, we advise you **contact us first**. In some cases, these charges are unavoidable, however sometimes they are unnecessary. If you pay customs and duties following a request from a carrier without letting us know, there is no assistance we can provide. It is important that you state the accurate value of your parcel.

T&C FedEx.Com: <https://www.fedex.com/en-nz/terms-of-use.html>

#### HOW LONG DOES DELIVERY TAKE:

1. During the silly seasons it will take between 6-15 days to deliver. The last date you should send any item overseas, should be 25 November. If you are going to send it on 1 December - it is a risk to be **not** delivered before Christmas. We are expecting delays - not just collections, it will be customs, for each country your parcel stops, clears, and the destination. Customs NZ takes around 9 days to release items, and Customs SA can take up to 14 days to release parcels.

#### STANDARD MESSAGES ON YOUR INTERNATIONAL PARCEL TRACKING:

1. FedEx/DHL on the occasion has a delay at customs, or delivery. Your tracking comes up with a red exclamation mark - if it states: Customs Delay - it is only a notification that the specific customs is running behind, it is their process. For any other descriptions, we will see that and reply accordingly, should it happen. IF we do need more information on your parcel, we will let you know.
2. We note this because we are inundated with messages - and by the time we get to reply - the parcel has already been delivered. There will be extra processes in place with ANY courier, ANY carrier. We, as your broker will ensure collection and delivery, safely first and foremost. The delays are going to be inevitable - so expect them.

#### WHAT CAN I NOT SEND:

1. You can normally NOT send any human, animal, plant items, cash, weaponry (permits needed) extra precaution with lithium and alkaline, but during this season - try not to send:
2. **ANY** batteries, rechargeable of any kind, not in computers, not in toys, not in phones, if you do, note this on your content, you would need to wrap them separately, and for laptops, speakers, any electronics with a magnet - an MSD form would need to accompany your item, so please let us know when a battery (lithium or alkaline is in your parcel)

3. **ANY** medication will require a prescription during C-19, a valid prescription. Including contraceptive, dietary substances, it will not pass NZ MPI without a valid prescription (Package, Fin Des, Script, receipt and content has to match the exact name.
4. **NO** weaponry, knives, kitchen knives, pocket knives, nerf guns, 'kettie' - at all.
5. FedEx TERMS OF CARRIAGE, <http://www.fedex.com/ne/shippingguide/terms/#7>
6. DHL TERMS OF CARRIAGE, <https://mydhl.express.dhl/ee/en/help-and-support/shipping-advice/what-can-i-ship/prohibited-items.html>

#### OUR TERMS:

1. Insurance: If your package value exceeds \$400 / R4000 - please use your private insurance, this is the maximum amount your item would be insured for with Saarkie Limited. (or less when you state your parcel value and choose the insured option).
2. We cannot guarantee 100% that your item is secure and safely delivered - but we can deal with what happens after (insurance, refunds, precaution). We have a 98.7% delivery rate and are confident in a secure delivery.
3. We hold the right to cancel your parcel collection - where we will return to sender and a refund (less operational costs) will be adhered to. This will be for extreme circumstances - parcel by parcel.
4. Before we send your item overseas, your booking needs to be paid in full.
5. Cancellations: ALL cancellations incur a 10% minimum charge. Your 90% refund will be paid within 7 days.
6. Insurance: Damaged/lost goods and items needs to be photographed and emailed within 24 hours to [saarkie@xtra.co.nz](mailto:saarkie@xtra.co.nz), include your international waybill number.
7. **Shortlist for better understanding:**
  - If your parcel is delivered, no carrier fee is refundable, regardless. If your parcel is not delivered, all carrier fees are refundable.
  - If your parcel is lost, your carrier fee is refunded as soon as the carrier confirms it, or three months after notified date that the item is lost, whichever one comes first.
  - Content insurance for inside NZ (national) - we deal with NZ CourierPost and included in your booking price.
  - Content for overseas insurance for complete loss is 10% of your declared value, and if selected on your booking/declaration. Refunds can take up to three months
  - Documents are not insured as a rule, but you can choose to, should the value not exceed \$400. PCC Applications are treated on a case by case.

Thank you for choosing to ship with us - we aim that all our clients have an enjoyable experience with us.  
[www.saarkie.co.nz](http://www.saarkie.co.nz) - 027 524 0383 - +64 27 524 0383 - [info@saarkie.co.nz](mailto:info@saarkie.co.nz)