

## Service Guidance for International TA-Q-BIN

1. Please check whether your item is deliverable by International TA-Q-BIN  
**Important notes for using International TA-Q-BIN (Deliverable size and other limitations)**
  - ◆ There are prohibited items for each country/ region in addition to common unacceptable items for International TA-Q-BIN. Please check the list of prohibited items carefully from our website. Should you have any inquiries, please feel free to contact our TA-Q-BIN hotline within office hours.
  - ◆ The Maximum size of shipment (total sum of length, width and height in cm) is under 160cm and maximum weight is 25kg.
  - ◆ The total maximum liability of International TA-Q-BIN is HKD\$10,000.
  - ◆ **Duty and tax might be charged to all International TA-Q-BIN shipments** depending on its own value or the value declared on the “shipping document & invoice” .
  - ◆ Cash on Delivery (COD) service does not apply to International TA-Q-BIN.
  - ◆ We do not accept shipments deliver to Post Office Boxes, guests at hotel and lodges, schools and dormitories.
  - ◆ Delivery of your shipments might be delayed due to the condition of the parcel, progress of Customs clearance and weather conditions, etc.
  - ◆ All negotiations will be made with shipper at all times for damage and lost of shipments.
  - ◆ Customs clearance will be suspended on Saturdays, Sundays and public holidays.
  - ◆ Excess baggage of studying abroad, business trips, travelling, and moving overseas is not acceptable for delivery by International TA-Q-BIN. These will **NOT** be exempted from taxes and duties even if they are shipped by International TA-Q-BIN. You are suggested to contact Yamato International Logistics for above deliveries.
2. Please prepare a “shipping document and invoice” for the use of Customs clearance when you are shipping over 1 kg document or non-document parcels. Template can be downloaded from our website
  - ◆ Please refer to the sample on page 3 for filling in the “shipping document and invoice” .
  - ◆ If you do not provide a “shipping document and invoice” ; or the information you fill in is incomplete or inaccurate, Customs will see it as a false declaration; and your shipment might not be able to pass the Customs clearance. Shipment might be kept in the Customs custody until the information is revised; or might be returned or discarded by the Customs. **All the fees derived from storage, return, discard, inspection and etc will be charged to shipper.**