

Your Import, Handled End-to-End

A short guide to how we move your shipment from origin to your door — and what we need from you along the way.

Thank you for considering **ContenedorPro**. We specialize in **end-to-end import and relocation coordination** — from supplier or residence, through ocean freight and customs, to final delivery. One point of contact, one invoice, no chasing multiple providers. Whether you're moving a household, a vehicle, machinery, or commercial goods, this guide walks you through what to expect.

How Our Process Works

Once you confirm and pay the coordination fee, we take control of the operation and manage every stage on your behalf.

1 Quote & Planning

You share the basics through our quote form:

- Origin and destination
- Description of goods
- Approximate size, weight and container preference
- What your supplier has agreed to arrange, if you know

Not sure what's included? That's normal — send us your supplier's invoice and we'll work out exactly what's covered and what still needs arranging.

2 Coordination Fee

Before full coordination begins, we charge a **one-time coordination fee**. This is our compensation for managing the entire operation — and paying it **locks in your quoted rate**.

All third-party costs (freight, customs, transport) are then **passed through to you at cost**, with no markup added by us.

3 Collection From Your Supplier IF NEEDED

Some suppliers only make the goods available at their own warehouse — getting them to the port is your responsibility. When that's the case, we:

- Contact your supplier directly
- Arrange collection from their location
- Coordinate delivery to the export port

If your supplier already delivers to the port, that part is handled — we simply confirm what's included and when the cargo will be ready to sail.

4 International Shipping

We book and confirm ocean freight based on your route and cargo volume. Through our carrier relationships you get:

- Competitive container rates
- Multiple shipping line options
- Priority booking during peak season

5 Customs Clearance at Destination

When your cargo arrives, we manage the clearance process on your behalf:

- Prepare documentation and declarations
- Advance duties and taxes on your behalf, billed to you at cost
- Liaise with licensed customs brokers and authorities

We know these procedures well. Requirements vary by country and cargo type — we tell you exactly what applies to your shipment before it sails, so there are no surprises on arrival.

6 Inland Delivery to Your Door

After clearance we coordinate final delivery to your address — city centre or remote province — through our domestic transport network, at competitive local rates and with fast turnaround.

Please note: loading and unloading of your goods is not included in our coordination scope unless quoted separately and confirmed in writing.

What We'll Need From You

To open your file and begin coordination, we typically request:

- ☐ **Photo identification** — passport, national ID or residence card, depending on destination requirements.
- ☐ **Commercial invoice** from your supplier, or a valued inventory for personal and household goods.
- ☐ **Packing list and HS codes** — helpful where available; we can assist with both.

Residency & Import Exemptions

Many countries offer **duty relief on household goods** for returning citizens, new residents, or retirees relocating permanently. Eligibility, value caps and time limits vary considerably by country — and these benefits are often **one-time only**.

Tell us your residency status early. If you're a returning resident, dual national, or hold a retirement or pensioner visa, you may qualify for a significant exemption. We'll confirm what applies to your destination and help you time it right — using it at the wrong moment can forfeit the benefit. Final approval always rests with the destination's customs authority.

Why Clients Choose Us

One point of contact

We coordinate every provider in the chain. You deal only with us — one relationship, one invoice, direct communication throughout.

Transparent pricing

Third-party costs passed through at cost. Our coordination fee is our only compensation.

Rate locked on payment

Your coordination fee secures the quoted rate — no mid-process increases.

Global corridors, customs handled

North America, Europe, Asia and Latin America — documentation and broker liaison managed for you.

Questions before you commit?

Write to us at info@contenedorpro.com — we'll walk you through your route.