



FOR ECONOMY PACKAGE ONLY

Please read and digest this comprehensive Terms & Conditions. **ONLY PROCEED** with details and payment if you understand and agree with the T&C outlined below. This T&C is divided into few sections.

SECTIONS :

GENERAL & PRICING

- A) PICK UP IN AUSTRALIA
- B) FURNITURE
- C) SHIPPING DOCUMENTS
- D) INSURANCE
- E) PACKING AND LABELLING
- F) TRANSIT TIME
- G) UPDATES ON SHIPMENT
- H) CUSTOM DUTIES / TAXES
- I) DELIVERY IN MALAYSIA
- J) STATE CODE FOR LABELLING
- K) REFUND POLICY

WHAT TO DO NEXT FOR THE SHIPMENT??

ATTACHMENT :

BLANK DELIVERY ORDER



GENERAL & PRICING (TO DATE)

Minimum shipping volume is 1 Pallet. 1 pallet is equal to 8 standard Tea Chest. Each box **MUST NOT EXCEED 25kg**. Excess fees AUD 5/kg. Non standard box AUD20/box. Label AUD10/box. We also accept bookings with the next increment of ½ pallet space. ie/ 1.5 cbm.

Shipping Cost (PER CBM/PER ADDRESS):

Zone A AUD\$500: Kuala Lumpur, Selangor, Putrajaya

Zone B AUD\$520: Melaka, Johor, Kedah, Penang, Negeri Sembilan

- Langkawi Extra AUD\$100 due to Ferry service

Zone C AUD\$540: Pahang, Terengganu, Perak

Zone D AUD\$560: Kelantan, Perlis

Zone E AUD\$800: Sabah, Sarawak

Any Island Delivery will be additional fee

NOTE: Delivery at Ground within 2 METERS from where our trucks park

Surcharge Pickup (PER CBM): (depends on pick up area)

Distance Measure from Our Affiliated Warehouse (AW). – [Please Search Northline Transport] <https://www.northline.com.au/locations/>

Pick up (Choose your own business hours. Pick up time usually between 11am-4pm) \$450

Self-drop at Affiliated Warehouse (AW) during business hours \$350

Australia Residence (Pick Up):

LIFT Access AUD\$20 per cbm

STAIRS Access AUD\$25 per cbm for level 1, next level add on AUD\$15

Malaysia Residence (Delivery):

Delivery at Ground within 2 METERS from where our truck park.

Pricing stated is only valid for **standard boxes**. For odd size, furniture and other things please get back to us. It is advisable to have your furniture dismantled and packed in box/ bubble wrap. Any bulky items or furniture without box, do not try to squash and fit in the standard moving box: i.e. bicycle, mattress, frame, keyboard, dryer, washing machine, table, TV, gym set etc. etc.



A) PICK UP IN AUSTRALIA

For **States other than NSW**, we usually set dates for pick up by our **REMOVALIST**. We encourage for you to follow the suggestion date to ensure pick up is smooth as we chartered the whole truck for our senders. However, should you decided to choose your own date, we will organize **COURIER** pick up. Any business days can be chosen with 2 business days' notice.

For **COURIER**, we will generate courier barcodes. Barcodes to be stick on each item and this is separate from your Malaysia Label Address. Since this is a Third Party pick up, there are some possibilities that pick up **may delayed and happen** the next day.

For **COUNTRY AREAS**, we will require 7 business days' notice as the team will need to arrange movement depending on load. However, we will request as close to your intended date.

For NSW: Please contact AWAN 0498227282

Disclaimer: AWAN is not part of our company, however we appointed AWAN as our 3rd Party Transport to manage all clients' consignment before hand over to our warehouse. Cost charge by AWAN are solely own for its service, **not Kaybix Kargo**.

It is a **MUST** to have someone during collection (friend or housemate is OK) unless prior arrangement is done i.e./ items outside the house, items in front the door, items in the garage. Items left unattended are at your own risk. A **FUTILE** charge of AUD\$150 (city) and AUD\$500 (country) will incur if we have to re-plan for another pick up. **TIME FRAME is around 5 hours**. Usually noon onwards, 11-4PM unless we advise otherwise.



If none of the pickup arrangements suits you, best to opt for Self-drop at our Affiliated Warehouse.

B) FURNITURE

For furniture like bed, table, chair, TV etc., make sure each item is packed securely. Example, boxes can be cut to customize the non-standard items. We do not pick up loose items without box. Furniture **strictly must be dismantled** unless prior arrangement is made as damages might occur during the transit. Furniture that does not have box will consume more space and hence be aware that your final measurement will be more than expected.

Not sure how much space needed for NON dismantled furniture?

Kindly refer to this calculator <http://calculator.youpack.com.au/furniture-calculator/> to get your rough estimations.





C) SHIPPING DOCUMENTS

Once you have completed your booking online, you will receive an auto confirmation email. It will outline your tracking ID and also 3 attachments in the email.

The only documents you need **to print** are your label Malaysia address and the courier barcode (if using courier pickup). Removalist will not require pickup label.

It is a good practice to complete your Delivery Order ASAP as most people tend to forget what they have put in the boxes. Document to be submitted a day before the pickup date at 1200H. This can be done online via the portal / email / WhatsApp to us. Please login using the **laptop or computer** as mobile is limited for viewing status only.

Save your documents as the below format

State, Name, DO, Booking ID (i.e./ NSW Ali DO abcdef)

Other documents such as IC, Student ID, Passport

State, Name, Type (i.e./ NSW Ali Passport, NSW Ali SID, NSW Ali IC Depan)

**** Delivery Order (DO) (initial or digital signature will do)**

What is initial? Initial is the first letter of your first, middle and surname

What is digital? If you can convert the DO to pdf, you will able to add signature.

Or another option is having your signature on paper, take photo and attach in the DO. Crop to a relevant size.

- **Sender – All your AUSTRALIA** contact details

- **Recipient – All your MALAYSIA** contact details

** Passport - front & signature page

** IC - front & back

Optional: - (If required by Custom / Clearance)

** Student ID - front & back

** Employment Letter

** EMA Letter

** Completion Letter from Uni

** Flight ticket

** Boarding pass

** Visa



****Please be specific on the number of items. Include your items ESTIMATION VALUE and VALUE for each item in AUD.**

Example:

Item/Box 1 Kitchenware

Item/Box 2 Kids Toys, Shampoo, Clothing

Please, do not print your DO as we need soft copy for submission to custom hence please upload at the portal and send copy to our whatsapp.

HOW TO UPLOAD IN PORTAL

STEP 1: <https://kaybixkargo.com.au/>

STEP 2: Login to your dashboard account

STEP 3: Find tab UPLOAD SHIPPING DOCUMENT on the top of portal.

STEP 4: Prepare DO, PASSPORT and IC in pdf/word, jpeg in size less than 4mb.

STEP 5: Click UPLOAD for each section.

PLEASE USE DEKSTOP VERSION ONLY

FOR BACK UP: Please submit a copy of DO, PASSPORT and IC to kbcargo@kaybix.com. Or via WhatsApp

The screenshot shows the Kaybix Kargo shipping document upload form. At the top, there is a logo for KAYBIX KARGO. Below the logo, there is a field for 'SLOT : (MONTH, YEAR)'. The form is divided into two main sections: 'Sender Name' and 'Receiver Details on LABELS'. The 'Sender Name' section includes fields for IC Number, Passport Number, Phone Number, and Address (Australia). The 'Receiver Details on LABELS' section includes fields for Receiver Name, Phone Number, and Address. Below these sections, there is a 'PACKAGING DETAILS' section with three rows of input fields: 'TOTAL VOLUME OF SHIPMENTS in CUBIC METRE CBM', 'NUMBER OF OVERALL ITEMS/BOXES as per LABEL', and 'NUMBER OF ITEMS CUSTOM PACKING (ie Furniture, Dryer, Bicycle)'. Below the packaging details, there is a field for 'ESTIMATED VALUES OF TOTAL ITEMS in AUD'. At the bottom of the form, there is a declaration statement: 'I (SENDER'S NAME) declared that the contents in the boxes is under my name and I will take full responsibilities if any circumstances occurs on the contents during the shipments that been handled by the people that I appoint. I have also read all the Terms and Conditions as outlined in the portal and agree to use Kaybix Kargo service and it's arrangement without any hassle. I declared all the information provided by me is correct and at it's best.' Below the declaration, there is a field for 'Digital Signature/2 Letter Initial:' and a field for '(Sender's Name)'.



D) INSURANCE optional at your own discretion. We can quote without any obligation and will need to confirm before vessel departs.

Kaybix Kargo is not authorized nor licensed to sell insurance. We will be doing this via a third-party provider. Items sent via Sea Freight is **not** covered by Insurance unless requested. This is a standard practice for most services around the world where Insurance is quoted separately. We can organize your insurance and all we need is the value of your items that you wish to cover. We are happy to share the cost and excess involved once you have finalized the amount of your items you wish to cover in AUD.

Indicative:

Value AUD\$1 - AUD\$10,000

Insurance is AUD\$350 and excess AUD\$250.

AUD\$10,001 – AUD\$15,000

Insurance is AUD\$450 and excess AUD\$250.

Claim Scenario:

Value: AUD\$1,000.

Insurance is AUD\$350

Excess fees AUD\$250

Technically if you want to cover your items worth AUD\$1,000, the actual savings for you is: AUD\$400 after taking consideration of the insurance cost and the excess fee.

Once items received, you have 14 days to lodge your claim.

Insurance must be taken by our Third-Party Provider. THIS IS TO AVOID MISUSE and BREACH OF INFORMATION

E) PACKING AND LABELLING - STRICTLY FOR ECONOMY PACKAGE ONLY

Examples of good packaging are available on our Facebook album or simply ask if in doubt. We only accept **New Heavy-Duty Tea Chest 104L** or **New Heavy-Duty Half Tea Chest 52L**. If used boxes are used and repack is required, there will be extra charge. Due to Health and Safety, maximum 25 kg per box or less.



The reasons why you need to use a new double walled / thick carton / heavy duty is to ensure the safety of your items due to combination of road - sea - road transits. Just think that, if you pack your stuffs with the airlines, the chances for some of the items to get damaged or broken is quite high due to handling. Same goes with sea freight as it involved multiple methods of handling. **Road - Sea - Road**. Pick Up/Drop Off – Warehouse – Container – Warehouse – Truck – Delivery. As much as we ensure everything is taken care, sometimes during the sea and road transits, it is beyond our control.

PLEASE! To ensure smooth experiences, get your boxes at Bunnings Warehouse. Your items will be up handled manually by human or sometimes by forklift.

If unsure how many spaces needed, please estimate and we will final check once we received your items in our warehouse.

[LABELS Template for Malaysia Delivery Address](#)

- At least 3 x A4 labels requires for Tea Chest and Half Tea Chest 2 x A4

**** Poor labelling may lead to lost / misplace of items in transit. Labelling must tally with the information provided in DO, WhatsApp and Email. We are not liable for any miscalculation of items.**



REMINDER FOR ALL SHIPPER SENDING DININGWARE @ FRAGILE ITEMS:

If you are sending dining ware sets to your family, friends, or colleagues such as Pyrex, Corelle, Corningware, Noritake - **all these sets need to be in a box** even these items already have their own boxes. We wish to ensure less handling for these items.

Pack into Half Tea Chest 52L box where it can fit nicely 2 sets of Corelle (weights appx 10kg). If you wish to use the Jumbo Box / Tea Chest: Weight per box must not be more than **25KGs @ 5 standard Livingware sets** due to all items are very fragile and heavy. This can cause time consuming during the pickup and delivery. Any issue with broken items or whatsoever, we will not take any responsible.

GENERAL REMINDER:

** As a guideline, 1 CBM = 8 Tea chest. HOWEVER, if you have others in non-standard boxes, furniture etc., this will become more. Make sure **ITEMS must be stackable** regardless Fragile or not. As we are providing affordable services and sharing container with everyone, we will maximize the space to use in container. Only if you opted for your own container, you will get the luxury of space. For **Non-Standard Boxes, we will remeasure its space.**

** Should there be any discrepancies, we will get our pickup person / our crew at the AUS warehouse / MYS warehouse to reconfirm on the measurements of the stacking items.



F) TRANSIT TIME

Our standard ETA is 35 - 49 days from sailing date not pick up date. The fastest record we had was 16 days for delivery in Peninsular Malaysia. Average timing Pre-COVID was around 25-30 days. During and Post-COVID, up to 3 months. As much as we try to give exact or guaranteed ETA, it is all depends on the below situations.

- Vessel: Delay, vessel rotation, sea condition and swelling, next call of port not able to accept vessel arrival.
- Port: Custom, Preventative checking, Backlog at Port, Festive Seasons, Events.
- Delivery: Not reachable, number not in use, not responding to text, call, SMS or WhatsApp, change of details but not being informed.
- Truck: Possible breakdown, bad traffic, unexpected accidents.
- Sender: Number not in use, not reachable or not available during the planned pick up day hence causing backlog. Sometimes driver has to wait for nearly 30-60 minutes for sender to be at their place
- Packaging: Label not intact, misnumbering, poor packaging.

Possibly there are many more reasons, but we will update on what's going on. Definitely we strive the best effort to ensure everything is smooth as per ETA and ETD.





G) UPDATES ON SHIPMENT

Since October 2019, we have introduced eCommerce and hence all updates will be done via portal. We will advise ETA date range for Port Klang Arrival. Due to Private and Confidential information as the container is sharing, we will not share the exact name of the vessel, departure time and arrival time. Unless you opted for your own container.

Hop online: <https://kaybixkargo.com.au/tracking>
Just enter your Tracking ID and press enter.

For full features of the portal, please login using computer or laptop.

You can update your Malaysia contact details, name, phone number. Address and access are permitted but if there is change of zone and access, extra charges may apply. You will also view your invoice and manifest details.

We will be regularly updating our eCommerce to ensure the smooth and seamless experience.

H) CUSTOM DUTIES / TAXES

Custom Clearance may take up to 7 working days in normal circumstances. However, it is depending on custom officer discretion. Sometimes there will be 2 layers of checking, and sometimes the Preventative department will request for further inspection.

In general, all imported items might have the chance to be tax. Depending on custom tariff code.

In specific, new electrical appliances and dining ware the usual taxable rates are in the range 10-30% from the amounts declared.

Therefore, to avoid long que process at port when it arrived, we will pay for the clearance fee on behalf of sender. Invoice of payment will be updated from portal. If any of clients required an official invoice from custom, **please acknowledge us before you make any payment**. Any enquiries, please contact custom Malaysia for possible duties charges.



I) DELIVERY IN MALAYSIA

Price quoted is for delivery at ground level and up to 2 meters from the front Door. If you wish to have delivery using lift or stairs, kindly ask our driver when they called you and pay direct to them.

We appreciate your courtesy and honesty when making the booking. If it is a gated area, security and anything that might foresee as causing delays, do let us know when we have advised planning on delivery. This is because delaying in delivery will impact others too. It is your responsibility to arrange with your security guard or permit if required before the delivery. Since we are offering budget service, deliveries will be done via either console or chartered truck involving multiple deliveries. Hence, we can usually advise a day before.

By right, since we have been providing updates on ETA, Clearance process etc., if you want delivery at your own day and time, please opt to our premium service delivery. Charge if flat rate RM500 per cbm.

Our crew will have a sheet of paper for receiver to sign off, only sign if you have cross check the number of items received are correct. This has been a standard practice by another courier liner. We assumed all items has been delivered if no signature by receiver at destination.

NOTE: Items will not be delivered unless payment is completed and extra charges for storage and redirection will incur.

Our crew in Malaysia will advise when is the estimated day and time for deliveries once cargo arrived our warehouse. Since we are using console truck, sharing space, multiple deliveries will be done. In case we are not able to deliver your items, we will reschedule at another time. Extra charges of RM100 will incur for this.



Once items arrive at the Warehouse in Malaysia, a storage fee of minimum RM100/cbm/week will be impose until payment is completed + items will get delivered on the next available truck console. If you wish to receive your items later, storage charges will be impose as well.

Any disputes on short number of items delivered, broken items, missing etc., you have 2 days from your acceptance date to let us know. We will investigate and see what's the issue. Most of the time, this is due to sender's method of packing and failure of sender to comply with our T&C's. Hence any broken items or fragile will not be replaced unless insurance is taken. Missing cases, we will pay you compensation maximum AUD100 per consignment or at agreed amount.



J) ZONE AND LABELLING

Don't worry, you can print your label from Kaybix's portal once you finalise your boxes or items. If you have 8 items, your label will be 1/8, 2/8.....8/8

		 167606-92-966	
Sea Freight New South Wales - Perak TRACKING ID: SF971612 March 2023		ZONE C	BOX 1/8
SENDER IZUREEN ALIA BINTI SHAFINERANOR Unit [redacted] Surry Hills, 2010 New South Wales AUSTRALIA PH: +61+60147-[redacted]	DELIVERY TO IZUREEN ALIA BINTI SHAFINERANOR No [redacted] Ipoh, 31650 Perak MALAYSIA PH: +60+601742-[redacted]		




KAYBIX KARGO

EXTRA LIFT Access AUD\$20 per cubic metre
 STAIRS Access AUD\$25 per cubic for level 1, next level add on AUD\$15

Malaysia Residence:
 Please deal directly with our driver if you need extra service.

Distance Measure from Our Affiliated Warehouse (AW).
 - (Please Search Northline Transport)
<http://www.northline.com.au/locations/>

Pick up (Choose your own business hours. Pick up time usually between 11am-4pm) AUD\$50

Self-drop at Affiliated Warehouse (AW) during business hours AUD\$30

NOTE :
 Pick up and Delivery from
 Ground within 2 metres from the door

NSW : within 300km from KB Cargo Warehouse, please Contact AWAN for pickup arrangement +61498227283

*Please read full Terms and Condition at
www.kaybixkargo.com.au



K) REFUND POLICY

Kaybix Kargo has been leading the forwarding industry for over 10 years. We sell brand that you know and trust at an affordable price. We want you to love your purchase and our service.

But if you have changed your mind you can request for refund if you have proof of booking. (Service Fees and Cancellation fees apply).

Our policy including the change of mind limits do not exclude or replace your rights under Consumer Guarantees of the Australian Consumer Law, regulations or otherwise as required by law.

Below is our **Refund Policy** to assist you with this process.

Shipping Cost

- 30% : Due to limited space, we have to charge you 30% Service Fee for canceling request by you. If item is still in the warehouse. You will have to arrange yourself to pick up your items. Additional charges and service charges will incur if you require Kaybix to handle this.
- NO REFUND: If items already status in transit / arrive Port Klang.

Pick Up Cost

- 100%: If we couldn't pick up your items due to our errors or faults.
- 50%: Request by customer and we have agreed on the pickup date since your booking has been placed in queue for pick up running sheets.
- NO REFUND: Courier labels and consignment note has been generated or items have been picked up or items already status in transit.



WHAT TO DO NEXT FOR THE SHIPMENT??



If you have fully understand this Terms and Conditions and you are truly happy to proceed with our service, Hop online for the booking:

<https://www.kaybixkargo.com.au>

Please make sure you follow the prompt and instructions correctly. We are trying to utilize the website as much as we can and try to auto populate documentations etc. so we reduce the time.

WhatsApp our team at : www.wasap.my/61499991121 so we can move forward with your booking ASAP (i.e./ Pickup, drop off arrangements, updates, etc.). When making first contact, please advise your booking ID, state and your name.

Why do I need to do online booking? Can I just do manual like before : We are trying to reduce manual work. By doing online, it will be easier for us to track and populate your data smoothly. Take the advantage for online tracking, online uploading information etc.

Also, a note to remember, advisable to have your photo taken on your items for safekeeping purposes.

Friendly Reminder: We will not tolerate any form of violent, provoke and aggressive behavior. This may result in you being refund with penalty fee and removed from our list. Please let us know if you want to use other service than Economy



SLOT : (MONTH, YEAR)

<p>Sender Name : IC Number : Passport Number : Phone Number : Address (Australia) :</p>	<p>Receiver Details on LABELS Receiver Name : Phone Number : Address :</p>
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PACKAGING DETAILS:

TOTAL VOLUME OF SHIPMENTS in **CUBIC METRE CBM**

NUMBER OF OVERALL ITEMS/BOXES as per LABEL

NUMBER OF ITEMS CUSTOM PACKING (ie Furniture, Dryer, Bicycle)

ESTIMATED VALUES OF TOTAL ITEMS in **AUD** _____

I (**SENDER'S NAME**) declared that the contents in the boxes is under my name and I will take full responsibilities if any circumstances occurs on the contents during the shipments that been handled by the people that I appoint. I have also read all the Terms and Conditions as outlined in the portal and agree to use Kaybix Kargo service and it's arrangement without any hassle. I declared all the information provided by me is correct and at it's best.

Digital Signature/2 Letter Initial:

.....

(Sender's Name)

No . Items/total Items	Contents(Be Precise on New Item)	Tax Invoice or Receipt No	Value (For New Item Only) Australian Dollar
TOTAL VALUE (AUD)			AUD 0