

### A. 需提供的海/空運文件

英國端司機收件結束後，當日請上網填妥資訊！若無填寫會耽誤海運流程還請注意喔！

1. 護照影本(有照片/護照號碼那一頁)以及電子機票，請至這邊上傳.....<https://goo.gl/7m3H2T>  
(上傳檔案的檔名請使用完整的 reference number\_完整英文名字如護照\_passport/E-ticket)  
無機票者請上傳清晰可辨識之護照影本即可
2. Packing List & Shipping Agreement 裝箱清單 & 運輸 同意書，請至這邊填寫 <https://goo.gl/BsEL66> (請先完成項目 1. 之檔案再填寫 PACKING LIST)
3. 團體寄送確認表(如適用)，請填寫一份即可，請由此填寫 <https://goo.gl/nHvmvj>  
台灣/香港收件地址有 2 個(含)以上請填寫此資料

⊙ 為配合海關查驗要求，若有任何其他資料需求，我們的服務人員將會再和您聯繫請您提供

### B. 後送行李之海關規定(禁運物品)

⊙ 運到台灣請參考關務署資訊: [web.customs.gov.tw/](http://web.customs.gov.tw/)  
台灣海關規定: 有不隨身行李(海運/空運)，請您在抵達台灣後，在機場出關前，請至“應申報檯”填寫後送行李海關申報單，(每個機場都會有此櫃台)  
若您在台灣後有收到台灣商港服務費，請通知我們，我們會支付此費用

⊙ 運到香港的資訊: [www.customs.gov.hk](http://www.customs.gov.hk)

⊙ 海運後送行李**不接受** 菸/酒/維他命/蛋白粉/茶葉粉/個人藥物/隱形眼鏡/安瓶/重複的全新物品 (即使是給自己/家人/朋友使用的也被海關認定在商業物品內)。茶葉/餅乾請一箱勿超過 2 小盒。整箱新品包含食品請勿超過整箱之 5%，如被海關查獲會以“違反海關緝私條例處置”會被沒收或產生高額罰款以及其他相關費用，請勿抱持僥倖心態  
**\*食品:含蛋奶肉類完全不接受**



⊙ 空運後送行李**不接受** 使用過的香水/噴霧液體/厘電池/菸/酒/維他命/餅乾/茶葉/任何食品以及下面注意事項之物品

⊙ 私人物品之關稅是否產生還是會以海關實際開箱檢驗為準，如產生關稅，如產生我們台灣端/香港端會通知您繳納

⊙ 如有新品/香水/精油 或代購需寄送，請另外和我們聯繫用正規商業報關進口申報，以免產生高額關稅/罰款以及對整貨櫃的相關延遲倉租/處理費以外，更拖累了同貨櫃其他朋友的清關作業

## C. 打包注意事項

- 如使用 Cubic 紙箱，每一箱上面必需填寫外箱資訊(寫中文)；如使用自備箱/行李則需貼上標籤 OWN BOX COVER SHEET(Email 確認信內另一份檔案,請印出填妥貼外箱)，我們倉庫才能辨識您的箱子
- 請確實將外箱頂部和底部用多一些膠帶封牢，膠帶封箱呈“Ⅰ”字形 或是 “Ⅲ”字形
- 箱子盡量填滿不要留有空隙，空隙處可塞入衣物或是舊報紙，運送過程可能會產生一定範圍的擠壓/震盪，請在限重內(不論大小箱皆為限重 30 公斤)將您的箱子扎實打包，以避免紙箱相互擠壓破損
- 任何易碎品包含鍋碗瓢盆/玻璃品等，請特別加強/加厚包裝，液體類請用報紙/塑膠袋加強/加厚包裝，以上物品並請放置於箱子中間，周圍放置柔軟物品保護，並在外箱資訊處附近清楚的寫上“易碎品(Fragile)”字樣
- 重要文件檔案或具個人隱私的硬碟，畢業證書，護照，身分證，高價值/貴重物品勿打包入箱
- 如使用自己的箱子/行李箱，請務必填寫貼好外箱標籤，理貨人員才能快速指認出你的箱子，如是行李箱請將海運附加檔案中的“OWN BOX COVER SHEET 自備箱標籤”印出放在自備箱/行李箱外箱平面處，再以膠帶用“井”字形把此標籤以纏繞方式固定在行李箱上以免脫落!
- 使用個人行李箱者，請勿上鎖(海關鎖可上鎖)，海關會隨機開箱檢查，並請自行做整體包裝再寄送
- 如使用非 Cubic 紙箱運送，請使用至少 2 層瓦楞紙以上的全新紙箱，以降低箱子變形/損壞機率
- Cubic 外箱的 **TOTAL BOXES/PIECES** 指的是到台灣單一地址的總箱數，**BOX/PIECE NO.**則是箱子編號

如你有 3 箱寄到台灣 A 地址，那"BOX/PIECE NO." 就分別是 1,2,3；

**TOTAL BOXES/PIECES** 就都是 "3"  
(外箱一律填中文即可)

OWN BOX COVER SHEET  
自備箱標籤

## D. 多個目的地地址/團體寄送注意事項

台灣/香港收件地址有 2 個(含)以上，請使用團體寄送規則處理  
由於團體寄送稍微複雜，請注意及配合細節，以加速理貨及配送作業

- 請主要聯繫人為團體中每一個人安排一個“個人編號 Individual No.”(用英文字母 A-Z,若不夠就變成 AA,AB.. 以此類推)(一個地址就要有一個“個人編號”)
- 團體請填寫/上傳資訊
  1. 團體寄送確認表，請填寫一份即可  
請團長由此填寫 <https://goo.gl/nHvmvj>
  2. Packing list 包裝清單，一個目的地地址就需填寫一份  
請由此填寫: <https://goo.gl/BsEL66>
  3. 其他護照影本/機票 每一個人也都需自行上傳  
請由此上傳: <https://goo.gl/7m3H2T>

○ 外箱上面 REFERENCE NUMBER:  
REFERENCE NUMBER = 7 碼 Sending Box Reference Number + 個人編號，如果有些號碼短缺(如取消海運)，只要主要聯繫者提供我們的 Group list 上的編號 和我們收到外箱號碼一致就可以了  
(外箱一律填中文即可)

## E.收件/送件當日注意事項

- ⊙ 請再檢查一下護照/重要文件檔案都和你一起,沒有打包到要海運/空運/倉儲/快遞的箱子內!!
- ⊙ 請在預定空箱送件日/時間在家等候,並確認您的手機收到訊號以方便司機/辦公室聯繫, 以避免二次寄空箱可能會產生的費用
- ⊙ 因交通,氣候等其他因素難以掌握, 收箱日請務必預定在您離開寄件地之前的 2-3 個工作天以上
- ⊙ 如果您住所有櫃台可以將物品留給櫃檯, 請櫃台人員將箱子交給收件司機, 可免去您的等待時間
- ⊙ 未使用到的空箱請務必放回原塑膠包裝內並將其包裝封好, 在司機收箱時候請主動一併交給司機  
未退還的空箱, 已經有損毀/寫字 無法再次使用的空箱或因為無包裝而寄回之空箱會扣 GBP5/箱的費用
- ⊙ 司機如有事先去電, 請開始將箱子搬到平面大門口內預備(司機可停靠貨車處之大門口為收件點), 司機抵達後可直接交給司機讓他搬走
- ⊙ 我們會協請司機抵達之前 30 分鐘先打電話通知, 此要求並不 100%保證, 因我們也會和其他車公司合作, 且司機開車當中時常無法同時撥打電話(危險駕駛), 若未先打電話通知還請見諒
- ⊙ 司機若無事先來電可請他稍待幾分鐘(等待時間為最長為 5 分鐘), 您再將物品搬到平面大門口處讓司機取走
- ⊙ (僅限倫敦地區)如果需要搬箱上樓/司機到樓上搬箱服務請於收件前 1 個工作天來電詢問和確認, 每箱/包裹會有 5 鎊的搬運費
- ⊙ 如您的物品過重司機有權利拒絕收箱, 或收到轉運中心測量超重後會予以退還或直接有超重罰款 (不論大小箱皆為限重 30 公斤, 建議以自己能輕易搬動為準則)
- ⊙ 司機抵達後, 若因未完成打包/未貼標籤/未填寫外箱資訊等因素而造成需二次收箱或無人在家情況, 依照您的箱子數量, 會有不同金額的二次收件費用
- ⊙ 若收件現場有任何問題請速我們電話聯繫 02032-898860 (若忙線中請多打幾次)

## F.貨物寄出之後, 收到之前 . . .

- ⊙ 貨物抵達台灣/香港之前, 我們會發到貨通知 email 給您, 如屆時有任何台灣/香港收件資訊要更改請再回覆該信
- ⊙ 貨物於目的地清關完畢後, 我們也會再次發信通知您, 通知您派貨日期, 請配合我們在家等候收件, 如需其他日派送會有產生倉租/理貨費用, 屆時會依照目的地以及倉儲日實際收費
- ⊙ 如您住所有管理室我們會送至該處

如收到貨物到貨通知後有任何問題, 請與我們辦公室聯繫

英國直接窗口: 李小姐 / 電話:02032-898860 / Email: [info@cubiclogistics.co.uk](mailto:info@cubiclogistics.co.uk)

台灣直接窗口: 黃小姐 / 電話:03-363-0510 / Email: [Jenny@cubiclogistics.co.uk](mailto:Jenny@cubiclogistics.co.uk)

香港合作代理商: VAN CHEN T: +852 2627 6100/ D: +852 2991 0533

更多 Cubic 服務細節,請參考 [Terms & Conditions](#)

Please DON'T print out the documents below or stick on the box

You will need to email all shipping documents on the day you send the box/luggage to us.

**Step 1.** Please upload Copy of Passport and E-T ticket on this link: <https://goo.gl/7m3H2T>

(Please use reference number and name on passport as file name. For example: 5685988\_LisaLee\_passport.jpg. If you have no E-Ticket please just upload the copy of passport only )

**Step 2.** Please fill the Packing List & Shipping Agreement forms on this link: <https://goo.gl/BsEL66>

**Step 3** .(if applicable). Please fill Group Shipping list on this link <https://goo.gl/nHvmvj> (Group shipping is where you have two or more delivery addresses at destination)

If there is any further requirement from the Customs, we will contact you afterwards.

### How to fill up the documents:

- ⦿ Please write in ENGLISH/CHINESE for the description of items in box on the packing list
- ⦿ If you have more than one destination address for delivery of your box/luggage you will have to send us two different packing list for each address/person.

Such as two destination addresses and you would need to send us two copy of packing lists.

- ⦿ If you have more than one destination please fill up Group List. The packing lists remains the same.
- ⦿ If you are using your own box/luggage you MUST print out the OWN BOX COVER SHEET we send you and stick it on the SIDE of the box. (Not top/bottom of the box)

### How to Pack:

- ⦿ Please try to fill your box to the maximum to ensure no gaps and space. This is because during transit boxes are organised on top of each other and the weight may cause the boxes below to damage. At the same time the up/down movement on vessel may also cause damage to the boxes below and on side. You may fill up those space with old clothes, unwanted newspaper etc. It is best advised to seal the box with tape on top, bottom, edges and sides to ensure maximum protection.
- ⦿ Please pack any fragile and liquid items safely and properly by securing with tape, bubble wrap, newspaper etc. It is best advised to pack the any fragile and liquid items in the middle of the box for maximum protection. Please label "Fragile" on the side of the box to let everyone know to handle with care.
- ⦿ It is best advised that any important documents such as Passport, Birth Certificate, Visa, ID and high value product NOT to be sent together with your personal belongings. You should take them with you at all times.
- ⦿ If you are sending your own luggage please do not lock it. There is a chance that if Customs conduct a check they will break it to enter into your luggage. But if you use Customs lock is exception.
- ⦿ TOTAL BOXES/PIECES is the total boxes you have sending to one single destination address ; BOX/PIECE No. is the BOX QUANTITY number.

For example, if you have 2 boxes sending to one destination in Taiwan, the TOTAL BOXES/PIECES is 2 ; the BOX/PIECE NO. for the first box is '1' and for the second box is '2'

- ⦿ If you are sending luggage/baggage please add extra protection if you have any concerns. Cubic do not take any responsibility of any damages to your luggage/baggage.

⦿ Please write information on the label/ OWN BOX COVER SHEET of your sender/receiver information so that we can recognize your items from many of boxes/luggage we receive each day in our warehouse. The more information the quickest we can organise for shipment without causing delays.

### If you are sending as a group:

If you have more than one addresses at one destination, please follow up our instruction.

⦿ Please assign an "Individual No." for each address in destination (use alphabet A-Z, after Z please use AA,AB..AZ)

And please write down the Individual No. On the first column of Group List.

⦿ The information on the Cubic box:

REFERENCE NUMBER = 7 digits Sending Box Reference Number + Individual No.

Just make sure the informaiton on the box is the same as the Group list you will send to us.

⦿ Please fill up the Group list confirmation <https://goo.gl/nHvmvj>, and packing list <https://goo.gl/BsEL66> (one packing list&shipping aggrement is for one destination address, if you have 3 destination address please send us 3 packing lists). The copy of passport, e-tickets for each group member please upload from here.

<https://goo.gl/7m3H2T>

### On the day of collection:

⦿ Please have YOURSELF and PHONE AVAILABLE ON DELIVERY DAY to avoid re-delivery or re-collection charge.

⦿ Due to traffic and weather is something we are hardly control, so if you are preparing to send out the box, we would suggest to book the Sending Box service 2-3 working days before you leaving.

⦿ Please pack any unused boxes by using the original plastic bag and hand it to the driver when he collects all other your box(es). Any unreturned/damaged/written/taped empty boxes will be charge at GBP5 each.

⦿ You MUST finish your packing with the information / label on the side of the box before the driver arrives to collect.

⦿ We understand waiting is frustrating at times so we always ask the driver to call our customers 30 mins in advance but as we also work with third party so this request may not always 100% guarantee. Also drivers are always driving so they may not always be on the phone which can be dangerous for them.

⦿ If the driver didn't call you before he arrived you could ask the driver to give you few minutes to move the boxes to the main door of building

⦿ The driver may refuse collection when he arrives if:

1. You are still packing
2. You did not fill any information on box/luggage
3. No one at home (there will be second collection charge based on the number of boxes you are sending)
4. Your box is overweight (more than 30kg), you might have overweight penalty/return charge too

⦿ If there are any problems on the day of delivery/collection please contact us at 02032-898860

### Check the Customs information of destination before you send:

⦿ Import to Taiwan: [web.customs.gov.tw/](http://web.customs.gov.tw/)

Please declare your goods when you arrive in Taiwan airport, you need to fill up the "CUSTOMS DECLARATION" form. Any questions regarding unaccompanied luggage please check with airport Customs.

(If you receive any "Taiwan Port Service Fee" please inform us, we will pay for the fee)

⦿ Import to Hong Kong: [www.customs.gov.hk](http://www.customs.gov.hk)

⦿ We do not accept wine, tobacco, vitamin, Protein powder, Contact lens, Ampoule and brand new items delivery as there is a high penalty charge if found by Customs

⦿ Brand New Items: if you deliver too many brand new items with your unaccompanied luggage/box, there is a chance to pay Customs import tax, penalty or even seizure your goods.

### When the goods arrive in Taiwan/ Hong Kong

⦿ We will email you the arrival notice before the vessel arrives in TW/HK, you can change the receiver's info at the time.

⦿ After goods has been cleared by Customs, another email with dispatch information will be sent to you. We would normally arrange the delivery as quickest as possible within 2-5 working days

⦿ Delivery of goods will be to main door of building if you do not have a lift. If you require lifting service you will need to notify us before the goods arrived and release by customs at a cost of GBP3 per box.

If you have any inquiry you can contact UK office / TW office or HK agent.

UK Office: Ms Lee/ TEL: 44-2032-898860 / Email: [info@cubiclogistics.co.uk](mailto:info@cubiclogistics.co.uk)

TW office: Ms. Huang / TEL: 886-3-3630510 / Email: [Jenny@cubiclogistics.co.uk](mailto:Jenny@cubiclogistics.co.uk)

HK Agent: VAN CHEN T: +852 2627 6100/ D: +852 2991 0533

**More Service terms and condition:** [Terms & Conditions](#)