

Moving to New Zealand

Transworld International Removals

Welcome to Transworld International Removals and New Zealand or Aotearoa (Land of the Long White Cloud) as it is referred to in Maori.

Transworld is a New Zealand owned and operated company specialising in international removals of household and personal effects, private motor vehicles and corporate relocations worldwide.

When moving internationally, not only do you need to choose a reputable company to pack and ship your worldly possessions, but you also need to know that they will be in safe hands when they arrive in New Zealand. Transworld's years of dedication in this specialised industry will ensure your relocation runs smoothly when you arrive in New Zealand.

We have an active quality assurance programme ensuring we offer the very best service at all times. This includes membership of the NZOMA (New Zealand Overseas Movers Association) and FIDI (Federation of International Furniture Removers) based in Brussels. FIDI is the world governing removal association who require quality and financial criteria that are among the highest in the world.

All Transworld branches follow our quality assurance programme with the Auckland head office having their compliance procedures regularly assessed by Ernst & Young, checking 453 areas for quality including staff training, removal resources and financial stability. With this we can assure you that with Transworld you are choosing a removal company that meets the highest standards.

Transworld is equipped to accommodate all your removal requirements having trained staff, a modern fleet of vehicles and Customs Bonded warehousing in all our centres.

We hope you find the information that follows helpful and on behalf of our team at Transworld we look forward to assisting you with your removal in the very near future.

Our Service

With most imports, Transworld will deal directly with New Zealand Customs and the Ministry of Agriculture and Forestry (MAF) on your behalf. We will ensure the provided forms are completed and supporting documents are supplied where necessary. Along with the clearance procedures Transworld will arrange all of the logistics right through to the unpacking of your goods at your new home. There are many additional services we can offer to assist in making your relocation easier including: storage, house cleaning prior to delivery, maid service, vehicle registration and permits - some of these services may be at an additional cost depending on your contract.

Should you decide at a later date to move from New Zealand, or your business contract comes to an end, Transworld will be available to provide expert advice and arrange any of your future relocations.

New Zealand

New Zealand is a country of rare natural beauty. From snow capped mountain ranges to long golden beaches, vast native forests to clear pristine lakes, New Zealand is a place to be enjoyed by all.

With no snakes or dangerous wild animals, New Zealand is the perfect country to bring up children and to enjoy outdoor activities.

Comparable in land size to Great Britain, Japan or California, New Zealand has a population of approximately 4.2 million people.

It is divided into two main islands (the North Island and South Island) with many smaller islands in the surrounding ocean. With a mix of medium and large cities and small rural townships you are sure to find a place and pace of life that suits your lifestyle.



“Your Pathway to the World”

Cultures

New Zealand is made up of many cultures of which the Pakeha (European) and Maori are the major two. The main languages spoken in New Zealand are English and Maori. The major movement of migrants to New Zealand is from the UK, South Africa, Australia, Korea, USA, China, India and Polynesia. If you are a little apprehensive of moving to New Zealand there are clubs and cultural communities representing different nationalities that make it possible for you to contact fellow migrants in New Zealand. For information on these clubs please visit our website at www.transworld.co.nz (moving to New Zealand/useful links/clubs).



Tourist Attractions

New Zealand is a place for people to relax and for adventure seekers alike. With literally hundreds of peaceful and scenic walking tracks there is something for the novice through to the experienced. For adventure seekers you can experience the ecstasy of a bungee jump, the excitement of a Shotover jet boat ride and the thrill of snowboarding all in the same day. Other New Zealand attractions include swimming with dolphins, whale watching, sailing, wildlife centres and zoos, the Fiordland National Park, white water rafting and caving to name but a few. For more information on the activities listed, and even for those not, please visit our website at www.transworld.co.nz (moving to New Zealand/useful links/tourism).



Communications

Any equipment requiring the use of New Zealand's plug in network (including telephones, faxes, answer phones, modems) must have a Tele Permit.

This is generally only available on products sold within New Zealand. Items brought into New Zealand can be given a Tele Permit, but in most cases the cost to do so will far out weigh the cost of purchasing a new one.

Transport

With airports in most of the larger cities and towns, New Zealand's network of airlines provides thorough coverage of our country. As New Zealand does not cover a large land mass, travel by this mode is very quick, with a matter of 3 hours separating the top of the North Island from the bottom of the South.

For those who prefer travelling on land, the inter-island ferry connects the North and South Islands allowing you the opportunity to explore all of New Zealand. With good roads and signposting travel by car, motorbike, campervan or bike is a recommended way of seeing the beautiful scenery on offer.

If you prefer to let someone else do the driving then tour buses service the whole of New Zealand. Rail is faster and more comfortable, but does not offer the same number of routes as tour buses.

For travel within cities there are reliable bus and taxi services.

Electricity & Electrical Appliances

New Zealand's electricity is supplied at 230/240 volts (AC), 50 hertz (this is the same as Australia). You should contact the manufacturer or supplier of appliances that do not operate on this voltage for advice on the possibility and costs involved with converting and using transformers. Considerable expense may be incurred when conversion is required and replacement parts for the appliance may not be available in New Zealand.

TV's and VCR's operate using the PAL colour system. Television is broadcast on both UHF and VHF channels with a sound frequency of 5.5 megahertz. This is important because even though voltage may be compatible, the TV may not view VHF, and may not produce sound. If you are unsure you should contact the manufacturer or supplier. TV's and VCR's are generally all compatible between New Zealand and Australia.

The region coding for DVD's in New Zealand is "Zone 4".



Pets & Animals

New Zealand places great importance on the lack of disease in this country. For this reason there are certain requirements that must be met before animals can be imported.

In most cases an Import Permit will be required with a quarantine period also necessary. This Import Permit and quarantine period is not required for domestic dogs and cats imported from Australia.

For further information on the importation of animals into New Zealand please visit our website at www.transworld.co.nz (moving to New Zealand/useful links/pets and animals).



Firearms & Weapons

Firearms can be imported into New Zealand but a police permit and firearms license will be required. All firearms will need to be inspected by New Zealand Customs prior to the whole shipment being released (make sure all guns are stowed together, and are easily accessible, identifiable, and stowed close to the container doors). Ornamental and decommissioned antique guns will be treated as though they are working firearms until they have been inspected by Customs.

Where a permit and license have not been issued by the time your shipment arrives your firearm(s) will be detained by New Zealand Customs until they are produced - see our web site www.transworld.co.nz (moving to New Zealand useful links/firearms permit). The importation of other types of weapons, including flick knives, daggers, swordsticks, knuckle dusters or replica weapons is prohibited.



CUSTOMS REQUIREMENTS

Personal Effects



Once you have arrived in New Zealand you will be required to complete an Unaccompanied Baggage Declaration in order that your personal effects can be customs cleared and delivered. These documents will be supplied by Transworld and our import staff will assist with their completion and answer any of your questions. If you are a first time immigrant with the authority to take up permanent residency, a returning New Zealander who has been absent for more than 21 months, or an immigrant with a work permit for

more than one year, your household and personal effects will be admitted free of duty and exempt GST (Goods and Services Tax). Having said this, the effects in question must have been owned and used prior to shipping, be for your personal use and must not be of a commercial or business nature.

For immigrants that do not fall under the above categories, or who are not going to be present at the time their goods arrive in New Zealand, a duty and GST deposit will be payable to New Zealand Customs before delivery can be made. The rate will vary widely but the value of the effects, their age and quantity will all be taken into consideration. This deposit will be refunded once you are issued with permanent residency status, a work permit for more than one year, or arrive in New Zealand with the authority to take up permanent residency. The duty deposit will also be refunded if all the personal effects that were originally imported are then re-exported.

If you are a New Zealand resident returning within 21 months of leaving New Zealand you will be required to pay duty and GST on all items purchased overseas (excluding clothing, footwear, jewellery and toiletries intended for your own use). Proof of export will be required for items originally shipped from New Zealand, while purchase receipts/invoices will generally be required for those items purchased overseas. To avoid delays with the customs process, it is recommended that these documents are carried in hand luggage, rather than contained in your seafreight/airfreight shipment.

Regardless of your status on arrival into New Zealand, alcohol cigarettes, cigars and tobacco arriving separately from yourself will incur duty and GST. Having said this, where proof can be provided that wine is part of a collection duties and taxes will not be incurred.

Legacies can be imported by New Zealand domiciled residents as long as it can be proved that the legacy is a genuine bequest and that the recipient is a legal beneficiary. Proof of this can be supplied by obtaining a statutory declaration and a copy of a Will or letter from the Solicitor or Trustee handling the estate. The legacy cannot be used for trade or business purposes.

Prohibited Imports

The following items are prohibited into New Zealand including but not limited to: objectionable (indecent) material reproduced on video tapes, films, records, CD-Rom's or DVD's. Controlled drugs of any kind including LSD, heroin, cocaine, cannabis and cannabis/drug paraphernalia (whether used or not), ecstasy, steroids or performance-enhancing drugs. Prescription medicines are restricted, must be in their original container and evidence provided to prove they were prescribed to you by a medical practitioner.

For further information on importing personal effects into New Zealand please visit our website at www.transworld.co.nz (moving to New Zealand/useful links/customs-personal effects).

Motor Vehicles

Tax free concessionary entry for motor vehicles is available to immigrants taking up permanent residency for the first time and returning New Zealand residents that have been absent from New Zealand for more than 21 months. To qualify you need to have owned and used the vehicle for more than 1 year prior to export. With a concessionary entry all importers will need to be interviewed by New Zealand Customs and sign a deed of undertaking that they will not sell the vehicle within 2 years of its arrival in New Zealand.

All other import situations will attract Customs GST (Goods Service Tax) at 12.5% on the value of the vehicle - see our website to determine the vehicles value and GST calculations www.transworld.co.nz (moving to New Zealand/useful links/motor vehicles).

Customs will require the following documents: Passports, invoice receipt showing total price paid and date of purchase, registration papers or Certificate of Permanent Export (UK), Certificate of Title (USA), or De-registration Certificate (Japan), invoice showing export costs (Japan), invoice showing freight costs and insurance to New Zealand, odometer reading at time of importation into New Zealand.

The company that you have arranged to ship the vehicle will also need to advise Transworld five days prior to the vessels arrival - the make, model, cc rating of engine, VIN (vehicle identification number), chassis number, year of manufacture and copy of the Bill of Lading.

Compliance

When you are preparing to ship your vehicle to New Zealand it is important to make sure that it will comply to the stringent New Zealand safety regulations prior to export. If you ship the vehicle to New Zealand and it does not comply



you will need to export the vehicle back out of New Zealand at your expense. Our website has up to date information on the process of identifying whether your vehicle will comply www.transworld.co.nz (moving to New Zealand/useful links/motor vehicles).

Compliance certificates will only be recognised when issued by the agent in New Zealand representing the make of your vehicle. Compliance certificates issued at country of origin will not be recognised. A list of New Zealand representatives is on our website.

Left hand drive vehicles have restricted entry, our website has more details on this.

Registration

Once the vehicle has passed its compliance test it can be registered with NZ Post, the road tax must be paid, then they will issue the licence plates.

Note

Do not leave any documents in the vehicle and do not pack personal belongings in your vehicle.

QUARANTINE REQUIREMENTS

Personal Effects

New Zealand relies heavily on the exportation of agricultural products around the world. For this reason it is important to ensure that the pests and diseases affecting other countries do not make it onto our shores. Quarantine charges including examination and treatment fees are usually in addition to your original removal quotation. The charges are dependent on where the shipment originated from, what specific items



quarantine need to inspect/treat and the total quantity of the shipment. High risk items that are prohibited from entering New Zealand are fresh fruit and vegetables, egg cartons, all honey and bee products including propolis and bee medications, leis and lei materials, straw and biological cultures and organisms (unless with prior approval).

In addition to this list, unless you have a CITES certificate, you will not be allowed to bring into New Zealand coral, clam, turtle and tortoise shells or ivory (in any form) or a number of other endangered species. For more information on this topic visit our website at www.transworld.co.nz (moving to New Zealand/useful links/cites).

Like New Zealand Customs, MAF (Ministry of Agriculture and Forestry) require a declaration to be made. Once again Transworld's import staff will supply and assist with the completion of these declarations.

Restricted items that require you to declare their presence are all foods, dried flowers, seeds, cane/bamboo/rattan items, pine cones and potpourri, wooden artifacts, items including feathers, bones, tusks, furs, skins, hunting trophies, stuffed animals and reptiles, unprocessed wool and animal hair, equipment used on animals including riding equipment, camping gear and any other items containing soil or water.

These items may require inspection and, if needed, be treated or destroyed. Generally all items that would normally be used outside will be examined to make sure they are free from soil and other contaminants, so make sure they are thoroughly cleaned. Make sure that your vacuum cleaner is thoroughly cleaned, the bag emptied, and disposed of (where necessary).



While this list identifies most of the common threats to New Zealand, the list is not exhaustive. If you are unsure about a particular item please feel free to contact Transworld by email or fax (contact details below), or visit our website www.transworld.co.nz (moving to New Zealand/useful links/quarantine).

Motor Vehicles

All vehicles imported into New Zealand are subject to a quarantine inspection by a Quarantine Officer. This inspection must be undertaken at an approved transitional facility. All Transworld depots are approved transitional facilities. Quarantine charges including examination and treatment fees are usually additional to your original removal quotation.

It is advisable to clean the vehicle prior to shipping and it is important that the underside, wheel arches, bonnet, boot and interior are free from soil and other likely contaminants (leaves, grass, seeds etc). If contaminants are found the vehicle will be cleaned by a quarantine approved treatment facility. For further information on the quarantine aspects of importing vehicles into New Zealand please visit our website at www.transworld.co.nz (moving to New Zealand/useful links/quarantine).

Transworld belongs to the following quality assured associations



New Zealand Overseas Movers Association

New Zealand's regulatory body for international removal companies. Only a handful of New Zealand companies achieve the strict quality standard for membership.



Federation of International Furniture Removers

The international regulatory body for international furniture movers. All 680 worldwide members are assessed by Ernst & Young checking 453 areas for quality and financial security.



British Association of Removers

UK governing removal body requiring all its members to meet very strict quality standards. Representing removal companies for over 100 years.



Household Goods Forwarders Association of America

Has the largest number of international removal companies outside of the USA.



South African International Movers Association

The international division of PMA (Professional Movers Association of South Africa).



American Moving and Storage Association

The largest removal association with over 3600 USA and International members.



Transworld International Removals
407 Cuba Street, Lower Hutt
PO Box 38765, WMC
Wellington, New Zealand
Ph: 64-4-568 6663
Fax: 64-4-568 8733
wellington@transworld.co.nz



Transworld International Removals
7 Volkner Place, Albany
PO Box 302 280, North Harbour
Auckland, New Zealand
Ph: 64-9-415 0755
Fax: 64-9-415 0644
auckland@transworld.co.nz



Transworld International Removals
63 Hammersmith Drive, Sockburn
PO Box 16503, Hornby
Christchurch, New Zealand
Ph: 64-3-349 0509
Fax: 64-3-349 0529
christchurch@transworld.co.nz

Whilst all care has been taken in compiling the information contained in this brochure Transworld cannot accept any responsibility for errors, omissions and changes. This should only be used as a guideline. March 2006



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