



***Note to Exhibitors: Please remember to post your name and booth number on all packages.**

Useful packaging tips, support and DHL packaging products

DHL is committed to delivering your shipments with speed and care. However, shipments are handled regularly, passing through many locations as they cross the world. In order to make sure your shipments arrive in the best possible condition, here is some helpful advice on packing.

Please note that DHL will accept no liability for the packaging advice it provides. The customer remains responsible for ensuring packaging is adequate for transportation.

Useful packaging tips for your peace of mind*

The Do's

- Choose the size of the package according to its content. Under-filled boxes are likely to collapse; overloaded ones may burst.
- Always use high quality materials for your shipments. Consider strength, cushioning, and durability when selecting your wrapping supplies.
- Choose boxes made of corrugated cardboard, with good quality outer liners. Use heavy-duty double-layered board for valuable items.
- Make use of cushioning materials, especially to stop your packaging contents from moving.
- Use strapping, when suitable, as a good way to seal and secure your box. Use strong tape if a strapping machine is not available.
- Put fragile goods in the centre of a package; ensuring they don't touch the sides. Your item should be well cushioned on all sides.
- Ensure liquids are stored in leak-free containers, packed with a lightweight, strong, internal material (for example, Styrofoam) and sealed with a plastic bag. Always remember that bad packaging may cause damage to surrounding items.
- Seal semi-liquids, greasy or strong-smelling substances with adhesive tape, then wrap in grease resistant paper. Always remember that bad packaging may cause damage to surrounding items.
- Place powders and fine grains in strong plastic bags, securely sealed and then packed in a rigid fibreboard box.
- Use "arrow-up" label for non-solid materials.
- Repack your gifts properly. Many goods sold in attractive packaging may not be suitable for shipping.
- Use triangular tubes not round tube-type cylinders to pack rolled plans, maps and blueprints.
- Remember always to pack small items in flyers appropriately.
- Protect your data discs, audio and video-tapes with soft cushioning material around each item.
- Complete the address clearly and completely, using uppercase letters when handwriting labels to improve readability for DHL personnel.
- When shipping sharp items, such as knives or scissors, ensure that you fully protect the edges and points. Heavy cardboard is suitable for this. Fix the protective material securely so that it cannot be accidentally removed in transit.
- Always use cardboard dividers when sending flat, fragile material (such as vinyl records).
- When re-using a box, remove all labels and stickers. Ensure that the box is in good shape and not worn out.

The Do Not's

- Do not use bags made of fabric or cloth.
- Do not over seal your package. Remember that all shipments can be opened by customs authorities for inspection.
- Do not use cellophane tape or rope to seal your shipment.
- Do not consider "Fragile" and "Handle with care" labels as a substitute for careful packaging. They are only appropriate for information purposes.

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A step-by-step guide to completing a DHL Air Waybill

To send a shipment with DHL, you will need to prepare a DHL air waybill. The air waybill is your shipment's ticket and passport to ensure delivery.

- It tells DHL where your shipment is going, what service you require and how you intend to pay.
- It tells you the **►terms and conditions** upon which we provide our service. Please read these carefully as they limit and in some cases exclude our liability.
- It gives you proof of consignment, with a unique number you can use on our web site to track your shipment.
- It tells customs what's in your shipment, so that it gets cleared quickly and speeds through to its final destination without delay.

You can speed your shipment on its way by completing your air waybill correctly. Please click on the link below in order to find out how by moving your mouse over the air waybill.

<http://www.dhl.co.mz/publish/mz/en/information/shipping/airwaybill.igh.html>

The step-by-step guide to completing your Customs paperwork

If your shipment is customs-dutiable, it needs to be accompanied by an invoice at all times.

If it is a commercial shipment with a commercial value, you will need a commercial invoice. If it is a non-commercial shipment (non-business purpose), such as a personal gift, sample or faulty part, you will need a proforma or non-business use invoice.

MOZAMBIQUE CUSTOMS ONLY ACCEPTS COMMERCIAL INVOICES

Please choose the invoice type you wish to complete.

►Commercial Invoice

If it is a commercial shipment with a commercial value, you will need a commercial invoice.

If you need further support, please feel free to contact us through our local CS Department ►
mpmtrc1@dhl.com

Mozambique



DHL can be contacted at the following telephone numbers and web site:

Within: **21-225300**
Outside: **258-21-225300**
Web site: **► http://www.dhl.co.mz**

►Drop-Off Locations

Addresses in Mozambique where you can leave a shipment for delivery.

►Country DHL Office

The location of the office from where DHL activities in Mozambique are controlled.

▶ Import Guidelines

Information on sending a shipment to Mozambique.

▶ Country Demographics

Information that may be of interest to you when doing business with Mozambique.

Information in regards to Temporary imports into Mozambique

All Items coming into Mozambique on a Temporary basis need to be sent from the Origin station anywhere in the World to Mozambique need to be accompanied by an Airwaybill and a Commercial Invoice. The Commercial Invoice needs to have all Items and correct unit prices.

Import Duties payable for some items are as follows:

Computer Equipment: 7.5% Duties + 17% (This amount needs to be paid as a Deposit to Mozambique customs and will be re-reimbursed once the shipment leaves Mozambique and upon final inspection by Mozambique customs to ensure that the shipments leaving Mozambique is the one that entered.)

Promotional Items: 20% Duties + 17% Vat (This amount needs to be paid as a Deposit to Mozambique customs and will be re-reimbursed once the shipment leaves Mozambique and upon final inspection by Mozambique customs to ensure that the shipments leaving Mozambique is the one that entered.)

Brochures: Free

Should any of the above items come in on a permanent basis, then the duties and Vat percentages will be applicable for payment.

DHL Administration charges to Administer the clearance process is as follows:

Shipments with a value of up to \$1500:

- \$25 + 17% Vat

Shipments with a value of \$1500 - \$4000

- \$25 + 17% Vat

Shipments with a value of \$4000 and above

- \$25 + 17% Vat

DHL Mozambique will require you to send your shipments to Mozambique at least 2 weeks before the Expo and all documentation (Airwaybill and commercial invoices) must be sent to mpmtrc1@dhl.com in order for **DHL Mozambique to process the shipment through customs and to abide by all customs regulations.**