CLIENT PROCESS OVERVIEW

International Moving Process Overview

A simple guide to help you understand how an international move is quoted, prepared, scheduled, and coordinated.

International services performed by Forward Van Lines	Your booking moving company may coordinate the customer relationship and may perform certain origin services. Forward Van Lines provides the international service scope where disclosed, which may include export coordination, ocean freight, destination agent coordination, and destination delivery support.

How the International Move Process Works

1	**Move details are reviewed**	Origin, destination country, move date, volume, packing needs, access, special items, and shipment type are reviewed before final international planning.
2	**Origin services are confirmed**	Your booking mover may perform origin pickup/packing, or Forward Van Lines may include origin services when arranged in advance.
3	**Inventory and export preparation**	International shipments require a detailed inventory, proper packing, labeling, prohibited-item screening, and shipment transfer coordination.
4	**International funds are paid upfront**	Forward Van Lines' international service charges must be paid in full before international arrangements are ordered or reserved.
5	**Freight and destination services are coordinated**	Once cleared for scheduling, Forward Van Lines coordinates the applicable ocean freight, destination agent, customs support, and delivery planning.

Important Payment and Scheduling Requirement

100% of all funds due for the Forward Van Lines international service scope must be paid upfront. Forward Van Lines does not collect balances due on delivery for international services.

Until the required international service funds are paid, Forward Van Lines cannot order containers, reserve steamship line space, request destination agents, or schedule related international service commitments.

Origin Services

Origin services must be clearly confirmed before the move begins. Depending on the arrangement, your booking mover may perform the origin work, or Forward Van Lines may include origin services in the international scope.

- Origin work may include pickup, packing, export wrapping, crating, inventory preparation, loading, warehouse delivery, or shipment transfer.
- If the booking mover performs origin services, they must follow the international shipment instructions provided for packing, inventory, labeling, photos, and prohibited-item screening.
- Final volume must be confirmed after packing/loading because international pricing may depend on actual shipment size and service requirements.

Customer Preparation

- Provide accurate origin and destination details.
- Disclose stairs, elevators, long carries, parking limits, shuttles, and access restrictions.
- Identify fragile, high-value, oversized, or specialty items.
- Remove prohibited items before pickup or packing.
- Provide required documents promptly when requested.

Common Non-Allowables

- Hazardous materials, flammables, aerosols, fuel, paint, and chemicals.
- Food, perishables, liquids, plants, and live items.
- Firearms, ammunition, illegal items, and restricted goods.
- Loose lithium batteries or battery-powered items that require special review.

What Can Affect Price or Timing

- Actual shipment volume or weight differs from the estimate.
- Additional packing, crating, storage, shuttle, hoisting, or access services are required.
- Destination country requirements, port conditions, customs review, or destination delivery access create additional service needs.
- Documents, payments, inventories, or required approvals are delayed.

Final Note

This overview is intended to explain the general international moving process. It is not a quote, contract, tariff, bill of lading, or guarantee of transit time. Your final service scope, payment terms, exclusions, and responsibilities are governed by the actual quote and shipping documents issued for your move.

Questions about pricing, deposits, origin services, or payment instructions should be directed to your booking moving company unless otherwise instructed.