

## **Your shipping & logistics guide**

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Everything you need in one place: packaging guidelines, customs requirements, department contacts and our full range of services.

— **Go on, set us a challenge!**



# Seabourne logistics **general services**



## **Courier Services**

Multi delivery solutions connected to different integrators, parcel and postal networks.



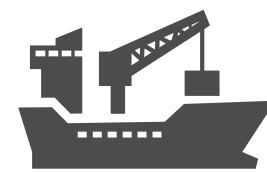
## **Customs Services**

Simplifying customs and brokerage processes in your Supply Chain.



## **Warehousing**

Integrated warehousing services offering complete 3PL (third party logistics) solution.



## **Freight Services**

Reliable and customised air, sea, road and rail freight services.



## **E-Fulfilment**

A scalable and reliable extension of your e-commerce business, anywhere in the world!



## **Pharma & Healthcare**

Safe, certified, and global medical transport in full compliance with all GDP guidelines.



# Contact the relevant department

| DEPARTMENT       | TAKES CARE OF                                                                                                | CONTACT                                                    |
|------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Customer Service | Courier shipments (outbound)                                                                                 | nlcs@seabournelogistics.com<br>+31 (0) 880 224 800         |
| Import           | Collections of courier shipments from abroad                                                                 | nlimport@seabournelogistics.com<br>+31 (0) 880 224 800     |
| Key Account Desk | Warehouse fulfilment and distribution                                                                        | nlkad@seabournelogistics.com<br>+31 (0) 880 224 820        |
| Operations       | EU pallet transport, dangerous goods, time-critical & exhibition deliveries, white glove and onboard courier | nlops@seabournelogistics.com<br>+31 (0) 880 224 810        |
| Airfreight       | Worldwide parcels, pallets, DG & pharma by air                                                               | airfreightnl@seabournelogistics.com<br>+31 (0) 880 224 850 |
| Seafreight       | Large or heavy shipments transported by sea                                                                  | seafreightnl@seabournelogistics.com<br>+31 (0) 880 224 851 |
| Railfreight      | FCL and LCL rail services from China to Europe                                                               | seafreightnl@seabournelogistics.com<br>+31 (0) 880 224 851 |
| Customs          | Simplifying customs and brokerage processes                                                                  | nlcustoms@seabournelogistics.com<br>+31 (0) 880 224 895    |

“ Not sure which team to contact? Reach out to Customer Service and we will direct you to the right department.



# Packaging tips

## Ensure your **shipment** arrives **safely**

- Use a sturdy, corrugated cardboard box. Avoid reusing damaged boxes or bags not designed for shipping.
- Fill all empty space with bubble wrap, foam peanuts or crumpled paper to prevent movement inside the box.
- Wrap each item separately, especially fragile goods, and add at least 5 cm of padding on all sides.
- Place a duplicate address label inside the package in case the outer label is damaged during transit.
- Seal all seams with strong packing tape. Do not use string, thin adhesive tape or staples.
- Only relevant shipping information should be displayed on the outside of the shipment.
- For heavy shipments on pallets: ensure goods are evenly distributed and secured with stretch wrap and straps.
- Temperature-sensitive or fragile items? Let us know in advance, we can advise on suitable packaging and handling.
- Consider Insurance (Additional Cover) for high-value shipments to ensure full protection against unexpected loss or damage.

## ! **Non-conveyable**

A shipment that due to its nature, size, shape or packaging, can not be handled by our sorting belt. These shipments must be processed manually. For a non-conveyable shipment a surcharge will be charged.



# Shipping **outside** the **EU**

Every shipment sent outside the European Union must be accompanied by either a proforma invoice or a commercial invoice. Customs authorities use this document to determine the applicable duties and taxes. Without an invoice, your shipment may be delayed at customs and incur additional costs.

Invoices can easily be generated via Seabourne Online. If the information matches the booking details, you can also upload your own invoice.

## What your **invoice** must include

- ✦ Full name and address of the sender (exporter) and recipient (importer), including pickup and delivery addresses.
- ✦ A clear description of each item. What it is, what it is made of and what it is used for.
- ✦ Quantity for each item.
- ✦ Item value and total invoice value in the correct currency.
- ✦ Country of origin of the goods.
- ✦ HS Code (Harmonized Tariff Code). Additional: VAT / EORI / EIN numbers, if known / applicable.
- ✦ Incoterms such as DAP and DDP: determines who is responsible for customs duties and clearance.
- ✦ Gross and net weight.

“ For non-commercial shipments (e.g. samples), different documentation may be required. Contact Customer Services for guidance.



# Know **before** you ship

## Did you know? Many everyday items are classified as **Dangerous Goods (DG)**

Products such as perfume, batteries and paint are classified as Dangerous Goods (DG). They are regulated under ADR (road transport), IATA (air freight) and IMDG (sea freight). Shipping them without the correct declaration may result in refused shipments fines or liability, even in small quantities. However, small inner packagings often qualify for Limited Quantities (LQ) to bypass full ADR requirements like DG declarations and certified drivers.



### **Perfume & cologne**

Flammable liquid with high alcohol content (Class 3)



### **Aerosols**

Hairspray, deodorant and spray paint (Class 2)



### **Lithium batteries**

Loose or contained in equipment (Class 9)



### **Paint & varnish**

Solvent-based products (Class 3)



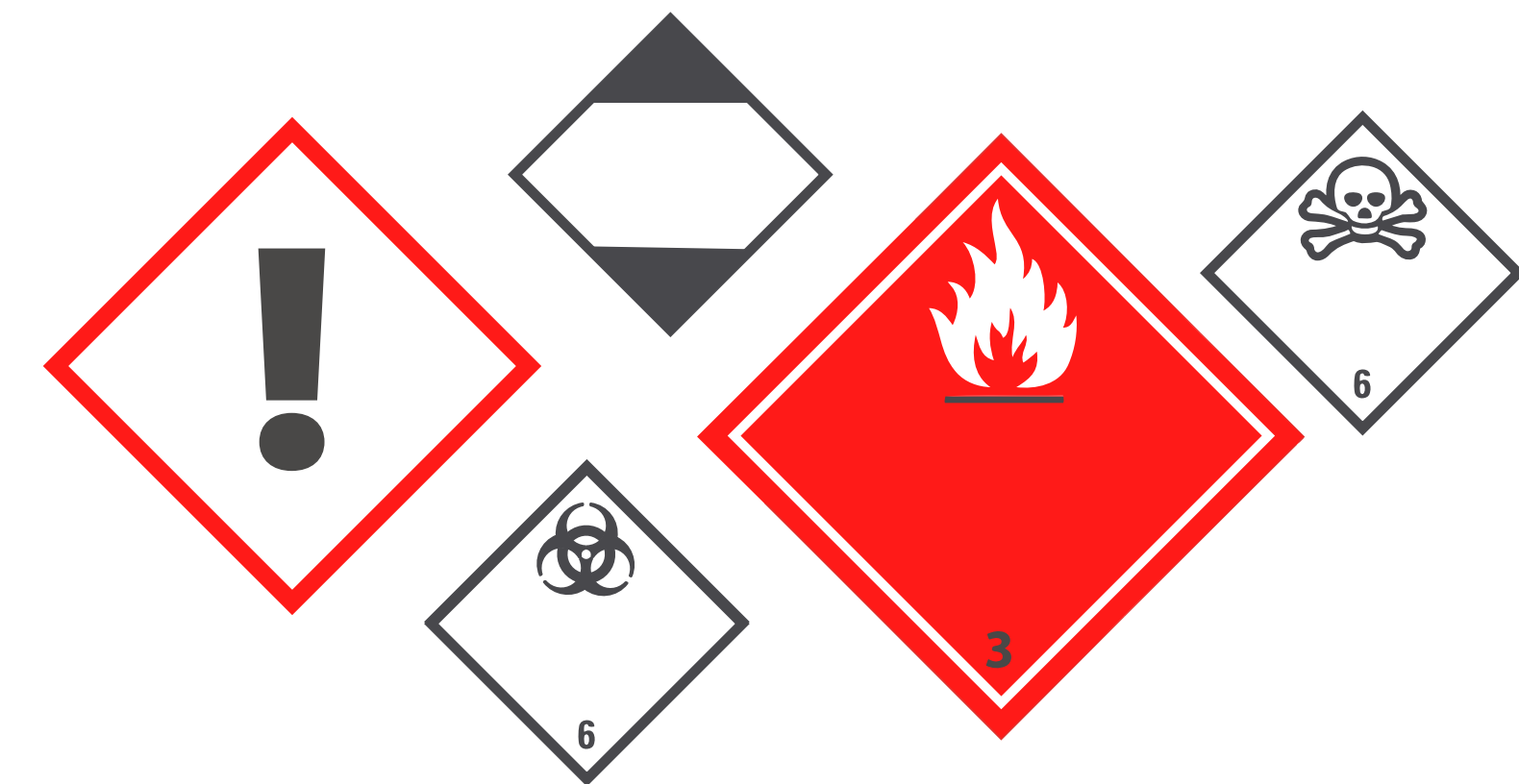
### **Cleaning products**

Corrosive products like bleach and drain cleaners (Class 8)



### **Nail polish & acetone**

Flammable liquid (Class 3)



“ Not sure whether your goods are considered LQ, DG or restricted? Contact our Operations team before booking.

# Track & Trace / Knowledge Hub

## Track your shipment anytime, anywhere

Once your shipment is booked, you will receive an Air Waybill (AWB) number in your booking confirmation. This is your unique reference for the shipment. You can use this number to track the live status and estimated delivery through our Track & Trace portal. This portal is available 24/7 with no login required. Please have your AWB number ready for any status queries to our team. When a booking is made in Seabourne Online with “send email notification” enabled, the recipient automatically receives an email with a direct track & trace link.

## Knowledge Hub

In our Knowledge hub you will find various documents, forms and other relevant information to your business working with us.



### Shipping Terms & Conditions

Review our legal frameworks and operational pricing structures.



### Zones & Transit Times

Verify transit times and zones to guarantee timely delivery.



### Documents

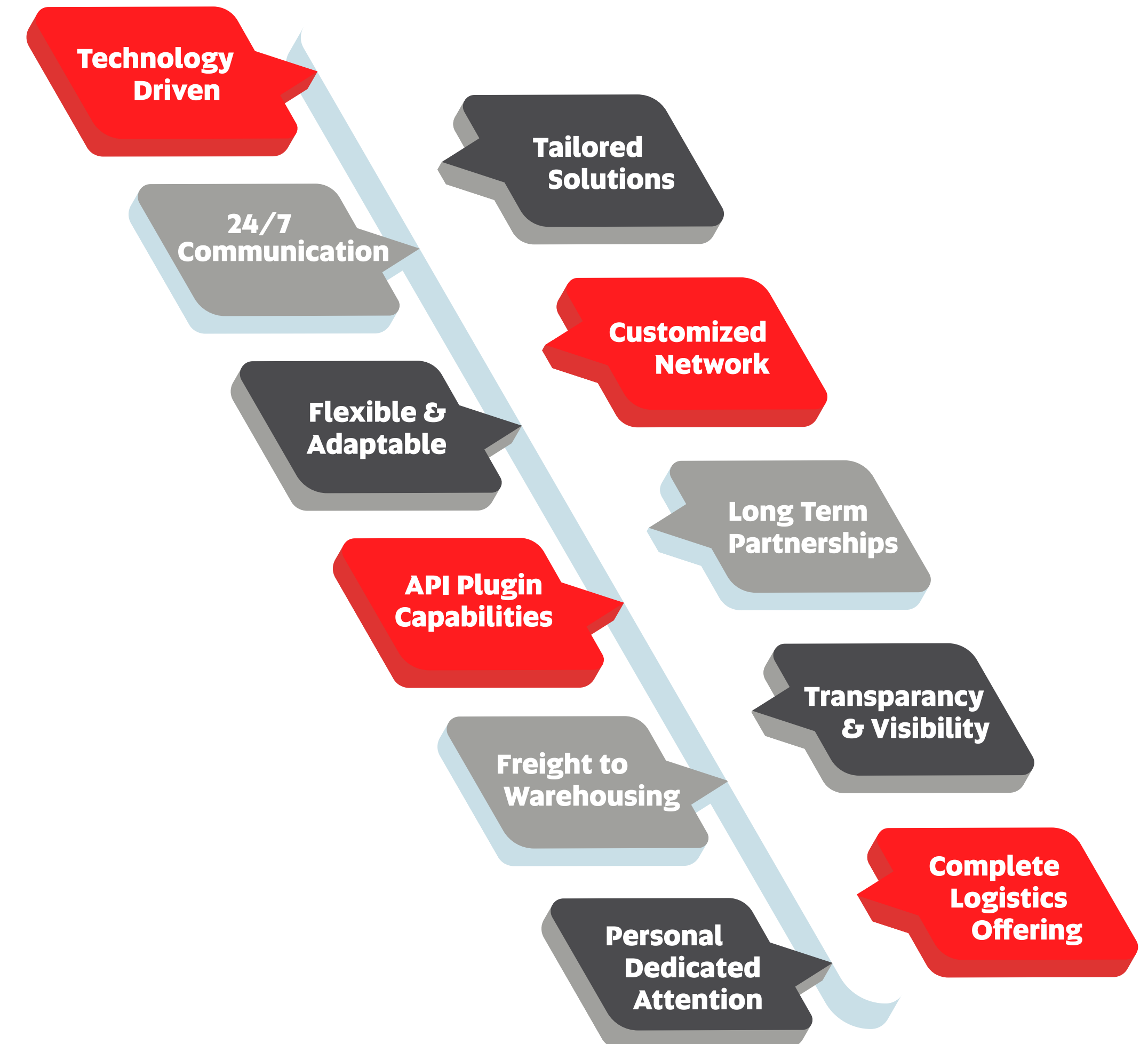
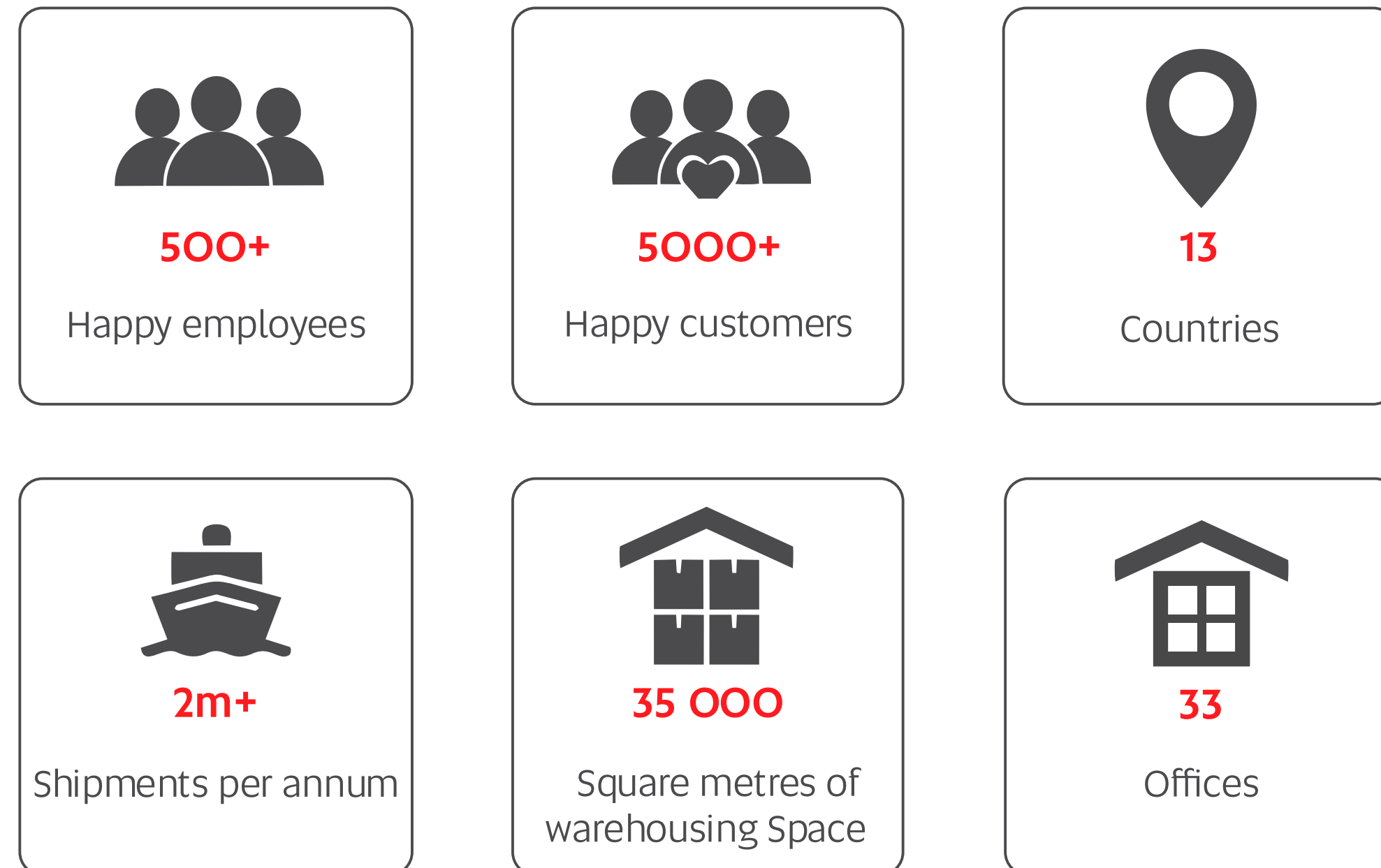
Download essential shipping forms and platform manuals.



“ If there’s any information missing please let us know and we will share this with you and add this to our knowledge hub.

# Values & Strenghts

Our people are creative, dedicated and inspired by the work they do and genuinely enjoy working together. We share an unshakeable commitment to problemsolving and delivering personalised service to the clients we serve. The Seabourne family never gives up, we are flexible and professional, whilst honouring equality. We are trustworthy, ethical and truly listen to the needs of our clients, enabling us to provide fast and effective solutions.



# Why choose **Seabourne Logistics**?

Within Seabourne we take care of your European E-Fulfilment operation and deliver your orders to your e-commerce customers globally. By connecting reliable delivery solutions to our E-Fulfillment centers, we help you balance speed and cost for both small retail shipments and large B2B orders.

## We can meet your European E-commerce needs by providing:

- Various delivery Solutions
- Fiscal Representation Solution(s)
- European Go-To-Market strategy
- Website/checkout optimisation

## What does this mean for you?

- We make sure your customers get the most convenient delivery option
- We'll support you throughout your European and international growth
- Improve brand awareness and visibility by opening new cross border markets

### Hoofddorp

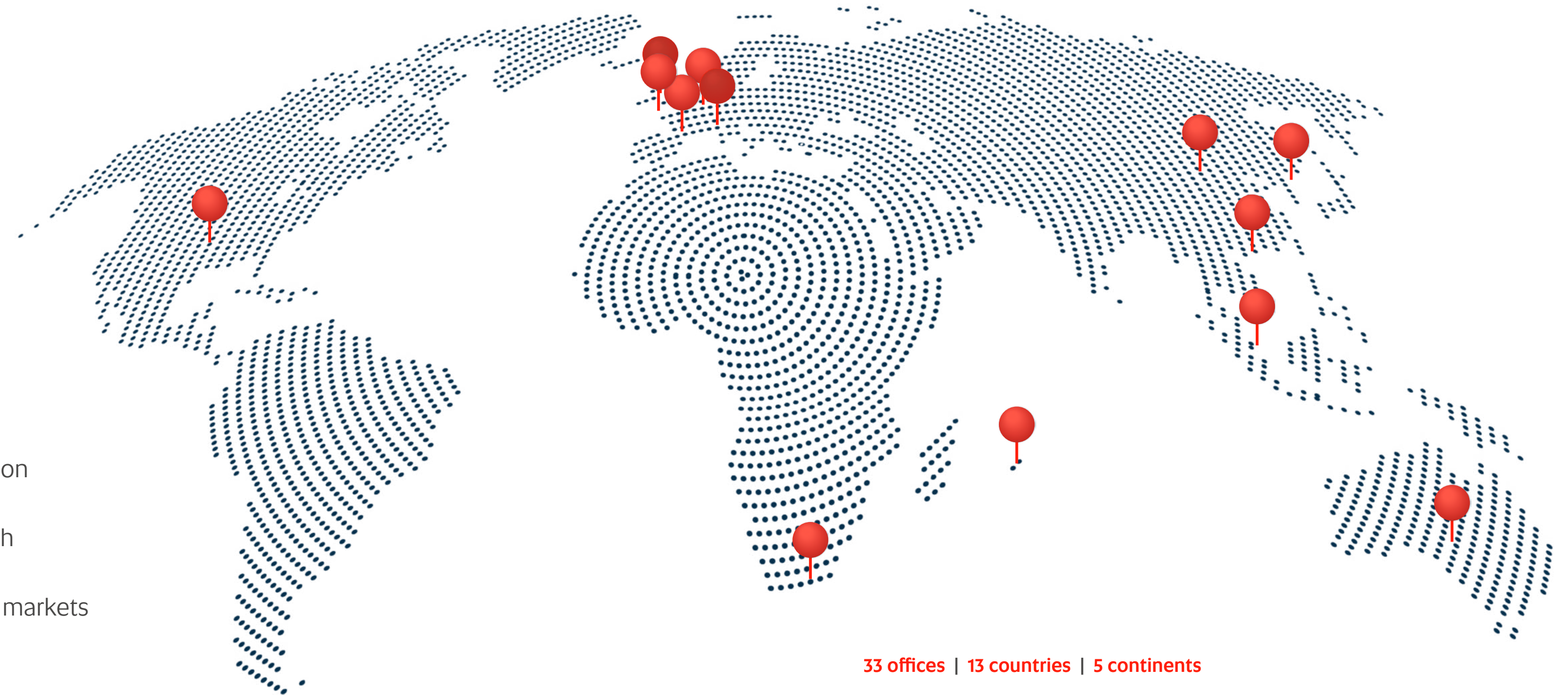
Contour Avenue 75, 2133 LD  
T: +31 (0)88 022 4800

### Rotterdam

Westblaak 90, Unit 2.07, 3012 KM  
T: +31 (0)10 268 6260

### Eindhoven

Park Forum 1119, 5657 HK  
T: +31 (0)88 022 4800



**33 offices | 13 countries | 5 continents**

The Netherlands | United Kingdom | France | Germany |  
United States | Australia | China | Singapore | Vietnam |  
South Africa | Mauritius | Hong Kong | Thailand

**TOTAL FLEXIBILITY, COMPLETE COMMITMENT AND A PERSONAL SERVICE, WE ARE SEABOURNE.**

———— **Ready to ship?**

———— **Go on, set us a challenge!**

