



FREIGHT INFORMATION / SHIPPING DETAILS

Customer Registration and Onboarding Requirements

- We require a valid government-issued **photo identification card (driver's license or data page of international passport)** to be a registered customer with us. If you are registering as a company, you will be required to provide Certificate of Incorporation and Memorandum and Articles of Association in addition to your driver's license or data page of your international passport.
- Customers are to provide receipts, invoices, or commercial invoices of their goods.
- Customers are expected to notify us via email when shipping fragile, spillage-prone items. This is to enable us advise you on the appropriate protective measures to adopt to protect your goods from any damage.
- We **do not** ship items requiring refrigeration, temperature-sensitive items, and medications.

Shipment Insurance

- Customers are advised to insure their goods against damage/loss which are risks cargoes are exposed to during the normal course of transit.
- **The insurance premium is 1% of the declared value of the goods, with a minimum charge of \$50.00.**
- Shipment value should be declared and insurance consent given immediately after an item is delivered to any of our offices in the origin countries (UK, U.S., China, Turkey, or South Africa)
- To insure your shipment, Customers are expected to declare the value of their shipment by sending the purchase receipt/invoice/ commercial invoices via email to info@hontglobal.com together with their instructions to insure their goods.
- **Please note that shipment insurance is optional. However, when a customer is silent on insurance and fails to declare the shipment value, it will be deemed that the Customer has opted out of insurance.** Consequently, the shipment value shall be deemed not more than **\$100**, and **the customer will be indemnified with a maximum compensation of \$100 in the event of loss or damage. Where the shipment value is below \$100, the customer will be indemnified the shipment value as stated on the original payment receipt/invoice.**
- **Insurance cover does not apply to goods received in the damaged state at any of our origin offices.**
- **Insurance does not exempt customers from crating fragile items. Where customers fail to crate or decline recommended protective measures to protect their fragile or spillage-prone items, in the event of damage, Hont Global will not be obliged to compensate affected customers.**
- Insurance cannot be initiated for good(s) already in our Nigeria offices at the point of pick-up.

Shipment Deliveries and Liability

- **Authorized Receiving Hours:** Delivery is only considered effective once goods are physically received by an authorized representative of Hont Global Services and during our normal business hours: Monday–Friday, 9:00 a.m. – 5:00 p.m. (excluding holidays).
- Hont Global Services will not be held liable for any shipments dropped off or delivered outside of these specified work hours. **Any items delivered outside of normal business hours are not classified as "received goods," and the Company assumes no responsibility for their safekeeping.**
- Kindly coordinate with your merchants and carriers to ensure that all deliveries are scheduled within the designated business hours to mitigate any potential issues.

Payment

- We **do not accept cash payments** across all our offices.
- **All payments made in Naira will attract 7.5% VAT of the total invoice value**
- Payment must only be made into company's bank account. If you are making payments in the US or Nigeria, we will provide our bank details so you can deposit into our bank account. Payment must only be made into company's bank account.
- You can also make payments via POS in our U.S office, Lagos offices, using your debit/credit cards. Payments can also be made Online (Please visit (<http://www.hontglobal.com/make-a-payment>)). Please note that our online payment platforms for both Naira and US\$ are very safe and secure.

Chargeable Weight

- Please note that rates per LB/KG will be applied to the “**Chargeable Weight**” to calculate the total shipping cost of a package. Per Air transportation standards, Chargeable weight is determined as the higher of:
 1. Actual Weight and
 2. Volumetric/Dimensional Weight. Volumetric/Dimensional Weight is calculated as: (L x W x H inches)/166 in LBS or (L” x W” x H” inches)/366 in KG or (L x W x H cm)/ 6000 in KG

Air Freight (U.S to Nigeria)

- We air freight consignments weekly every Friday from Bush Intercontinental Airport (IAH), Houston, Texas. Total transit time to Lagos, Nigeria is **7 to 10 days**. This is inclusive of 2 to 3 days of customs clearance at Lagos Airport.
- All goods need to be brought in and checked in before the flight departure day. Cut-off time is 9:00 am on Friday as our drop-off cut-off time with our partner airline is 3:00 p.m. on Fridays.
- Our rate from our Houston Office to Lagos, Nigeria is **\$5.5 per LB**, with a minimum weight requirement of **5LB**. **Shipments weighing less than the minimum weight will incur a flat rate of \$30**, and this includes clearing charges. Additional delivery charges will apply for door-to-door delivery.
- Rates to transport from our Houston Office to other states in Nigeria outside Lagos state (Kaduna, Jos, Abuja, Warri, Port Harcourt, Calabar, etc.) is **\$6.8 per LB; with a minimum weight requirement of 10LB**. **Shipments weighing less than the minimum will incur a flat rate of \$68**. Please note that this rate is for doorstep deliveries to metropolitan areas. Deliveries to rural areas, interior villages, or locations outside standard city limits will attract additional delivery costs. Doorstep deliveries to states outside Lagos take an additional 3 to 7 days. Please contact our Lagos offices for any further questions on delivery.
- Rates for Dangerous Goods (DG) cargo (perfumes, body sprays, gas cans, compressed cans, or anything with flammable substances) are **\$9.00 per LB to Lagos**, and anywhere outside Lagos is **\$10.30 per LB** plus **\$20 documentation fees**.
- In addition to the freight charge, shipping of electronic gadgets e.g PlayStation, smart watches, tablets, cameras, phones, laptops, etc., attracts handling charges. (Please note – HC is Handling Charge)

New (Irrespective of Brand)		Used / Refurbished		Five (5) or More Gadgets (Old & New)	
Lagos	Outside Lagos	Lagos	Outside Lagos	Lagos	Outside Lagos
\$30HC + \$5.5/LB	\$30HC + \$6.8/LB	\$20 HC + \$5.5/LB	\$20 HC + \$6.8/LB	\$100 HC + \$5.5/LB	\$100 HC + \$6.8/LB

\$5.5/LB or \$6.8/LB + HC where the weight of the gadget is above the minimum weight requirement otherwise, the flat rate + HC will apply

- In addition to the freight charge, shipping of Television attracts Additional Clearing Fee (**ACF**)

	Lagos	Outside Lagos
Below 65 Inches	\$200ACF per TV + \$5.5/LB	\$200 ACF per TV + \$6.8/LBS
65 to less than 85 Inches	\$300ACF per TV + \$5.5/LB	\$300 ACF per TV + \$6.8/LBS
85 Inches and Above	\$400ACF per TV + \$5.5/LB	\$400 ACF per TV + \$6.8/LBS

Sea Freight (U.S to Nigeria)

- We also ship via Sea. Sea freight charges are \$2/LB (Lagos) and \$3.30/LB (Outside Lagos) of dimensional weight (as calculated above) on non-contraband personal effects and for dangerous goods cargo (perfumes, gas cans, compressed cans, or anything with flammable substances. The cost of other items will be determined on a case-by-case basis. It takes 45-60 days from when the vessel sails to when packages are available in Lagos.
- Please label all sea freight packages appropriately when delivering them to the office.

Air Freight (U.K to Nigeria)

- We air freight consignments weekly on Fridays from London to Nigeria. Total transit time is **7 to 10 days**. This is inclusive of 2 to 3 days for customs clearance at Lagos Airport.
- Our rate from London to Lagos, Nigeria is **£5.80 per KG, minimum weight is 5KG** anything less than the minimum weight is a **flat rate of £30**, and this includes all clearing charges. Additional delivery charges will apply for door-to-door delivery. These rates exclude any inbound customs duties, taxes, or administrative fees that apply to items entering the UK from international origins.
- Exclusive of any import charges or other charges that may apply to items originating from countries outside or within UK.
- Our rate to transport from London to anywhere else in Nigeria (Kaduna, Jos, Abuja, Warri, Port Harcourt, Calabar, etc.) is **£7 per KG**; the **minimum weight out of Lagos is 10KG** any item less than the minimum weight is a **flat rate of £70. Please note that this rate is for doorstep deliveries to metropolitan areas. Deliveries to rural areas, interior villages, or locations outside standard city limits will attract additional delivery costs.** Doorstep deliveries to states outside Lagos take an additional 3 to 7 days.
- Any shipment requiring a UK Export Entry Documentation will be charged an additional **£40**.
- Shipping of phones/Laptops and items containing lithium battery: - Our rate for shipping of items containing lithium battery is: (Please note – LBC is Lithium Battery Charge)

	Lagos	Outside Lagos
One (1) Item containing lithium battery	£140 LBC per item + £5.80/KG	£140 LBC per item + £7.0/KG
Two (2) or more Items containing lithium battery	£200 LBC per item + £5.80/KG	£200 LBC per item + £7.0/KG

£5.80/KG or £7.0/KG where the weight of the shipment is above the minimum weight requirement otherwise, the flat rate plus LBC will apply

- In addition to the freight charge, shipping of Television attracts Additional Clearing Fee (**ACF**)

	Lagos	Outside Lagos
Below 65 Inches	£150 ACF per TV + £5.80/KG	£150 ACF per TV + £7.0/KG
65 to less than 85 Inches	£225 ACF per TV + £5.80/KG	£225 ACF per TV + £7.0/KG
85 Inches and Above	£300 ACF per TV + £5.80/KG	£300 ACF per TV + £7.0/KG

Consignment Pick-up

- You will be notified via SMS, WhatsApp and email once your goods are available in our Lagos offices.
- You will be required to bring a valid photo identification card, either a driver's license or international passport to pick up your goods from any of our Lagos office locations. Our Lagos office addresses are stated below.
- If you are assigning a proxy to pick up on your behalf, kindly send us the name and valid photo identification card of your assigned proxy via info@hontglobal.com. Proxies are also expected to present a valid photo identification card.
- **Please ensure you check and confirm your packages in the warehouse before signing the waybill and exiting the warehouse. Hont Global Services will not be liable for any missing or damaged items not confirmed in the warehouse.**
- We prioritize shipments based on the first-in-first-out method. If you have multiple items in the warehouse, you will be required to collect the oldest items before the recent ones are released.

Storage Fee

- Storage fees apply to all shipments **7 days** after customers have been notified of the availability of their shipments in our Lagos warehouses. Storage Fee is **₦100/day** default on all packages of **10 LBS (or 5KG) and below** & **₦10/LB/day** for packages above **10 LBS (or 5 KG)**. Storage fee on vehicles is **₦2000/day**.
- The maximum duration customers' shipments will be kept in our Lagos warehouses is **three (3) months** after notification of shipment availability/arrival has been sent. Thereafter, the package will be auctioned to recoup our shipping and storage costs.

Freight Cost Summary(Normal Cargo)

Origination	Destination	\$/LBS or £/KG	Minimum Weight	Minimum Amount
IAH - Houston, Texas. USA	Lagos, Nigeria	\$5.50/LB	5 LB	\$30.00
IAH - Houston, Texas. USA	Other Locations outside Lagos	\$6.80/LB	10 LB	\$68.00
London, UK	Lagos, Nigeria	£5.80/KG	5 KG	£30.00
London, UK	Other Locations outside Lagos	£7.0/KG	10 KG	£70.00

- When sending packages to our U.S. or U.K. offices, please send it in your registered name, this will enable us identify your goods and avoid any delays.

For Example: Recipient's name (That is, your name and NOT Hont Global please)

Emeka Balogun

OR

Emeka Balogun

8600 Commerce Park Drive

Unit 5, Maina Industrial Estate, Dominion Road

Houston, Texas. 77036

Southall, Middlesex,

USA

UB2 5DP

- We also ship from **China, Turkey** and **South Africa** to **Nigeria**. Please contact us for the freight rates and other enquiries.
- Should you require further clarification, please feel free to call, email Info@hontglobal.com or visit our website at www.hontglobal.com

Hont Global Services Addresses

<u>U.S. Address</u> 8600 Commerce Park Drive, Houston, TX 77036 Tel: +1 713-748-0010, +1 713-748-0011, +1 713-842-4283 FAX: (713)-842-4282 Email: houstonoffice@hontglobal.com info@hontglobal.com ; Office Hours: Monday - Friday: 9am - 5pm	<u>UK Address</u> Unit 5, Maina Industrial Estate, Dominion Road, Southall, Middlesex, UB2 5DP Tel: +447850203411 Email: UK@hontglobal.com ; info@hontglobal.com Office Hours: Monday - Friday: 9am - 5pm
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<u>China Address</u> Hont Global Services 广东省广州市荔湾区 宇宙服饰广场D区 478档 No. 478, Zone D, Universe Shoe City, Huanshi West Road, Guangzhou, Guangdong Province. Tel: +86 134 1119 5233, +86 13160552032 Email: customerservice@hontglobal.com ; info@hontglobal.com Office Hours: Monday - Friday: 9am - 4pm	<u>Turkey Address</u> Vision Global TekoTil, Turizm Dis. Tic Ltd. STI. Namik Kemal Cad. NO: 1 Peker Is Merkezi Buro: 1 Akaray 34096, Istanbul Tel: +90 530 0872735 Email: customerservice@hontglobal.com info@hontglobal.com Office Hours: Monday - Friday: 9am - 4pm	<u>South Africa Address</u> Hont Global Services / Wabilahi Cargo & logistics Cargo Section Room 1011/12 New Agent Building or Tambo int'l Airport. Johannesburg Tel: +27 83 885 2838 Email: customerservice@hontglobal.com ; info@hontglobal.com Office Hours: Monday – Friday: 9am - 4pm
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<u>Nigeria Address</u> Ajao Estate Office No 10, Adewunmi Abudu Street, Off Osolo Way, Ajao Estate, Lagos. Tel: +234 815 899 3781 Mobile: +234 904 608 6608, +234 703 916 6541, +234 906 810 0848, WhatsApp: +234 703 916 6541, +234 906 810 0848 +234 904 608 6608 Email: lagosoffice@hontglobal.com customerservice@hontglobal.com ; info@hontglobal.com Office Hours: Monday - Friday: 9am - 5pm, Saturday: 9am – 2pm Last Saturday of the month: 11am – 2pm	<u>Lekki Office</u> No. 4 Murphy Osula Street, Opposite Central Mosque, By The Alternative Route, Chevron Drive, Lekki, Lagos. Mobile: +234 803 254 6949, +234 816 944 9317 WhatsApp: +234 803 254 6949 Email: lagosoffice@hontglobal.com customerservice@hontglobal.com ; info@hontglobal.com Office Hours: Monday - Friday: 9am - 5pm, Saturday: 9am – 2pm. Last Saturday of the month: 11am – 2pm
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<u>Social Media</u> Facebook - HONT Global Services Linkedin- Hont Global Services	Instagram- hontglobalservices TikTok- hontglobalservices
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