

Crete Express: Frequently Asked Questions (FAQ)

Q: Can I send other packages via the Crete Express (i.e. other than items purchased online and delivered by the retailer to Nomad International)?

A: Yes, you or your family can send other items to Crete via the Crete Express. The items do not need to come directly from the retailer. All items must be sent or delivered to:

Crete Express
Baxters Warehousing
Morley Way cnr Celta Road
Peterborough
PE2 7BW

You must still place your order online. In the box that says "Retailer / Person Delivering to Nomad" please state if they are a friend / family member and their name (eg: "Friend: Mr Dawkins"), or just state "Post" or "Courier" if you are using these methods to deliver the goods to our Peterborough warehouse.

Items must be clearly labelled with the name of the person placing the order, so that we can identify them easily when they arrive.

Please be aware that packages/boxes of goods not directly arriving from the retailer in their original packaging are not covered under standard liability (insurance). Nomad International is not in the habit of damaging our customers' goods of course, but you must be aware of the limitations imposed by our insurers regarding packages that are packed by persons other than Nomad International.

Q: Can I send goods from Crete to the UK with the Crete Express?

A: Yes, you can. The system simply works in reverse. Please still put your Crete address in the form on our web site but put the phrase "(From Crete To UK)" in brackets at the end of it. Deliver your goods to our Vamos depot (the €5.00 charge is payable on delivery), or you can arrange collection from your home in Crete for a small additional cost. There is no collection fee in Peterborough once your goods arrive. We will notify you of their arrival and you can come and collect them.

Q: Will my goods be insured?

A: Standard liability protection up to a level of £150.00 is automatically included for all consignments, as long as the items are in their original packaging and delivered to us directly from the retailer. Furthermore, individual items other than boxes (eg: pieces of furniture, large electrical items), that are delivered / sent by the customer instead of the retailer are also automatically covered up to their declared value, as long as the total declared value of the consignment is not greater than £150.00. If the consignment is valued at more than £150.00 we will ask you if you would like to take out a higher level of standard liability protection. This is charged at 2.5% of the additional value of the goods.

Boxes of goods packed by persons other than the original retailer are not covered under standard liability (even if all of the individual items in the box are still in *their* original packaging).

Q: Where can I find out more about the terms and conditions of the standard liability protection?

A: On the Nomad International Terms & Conditions document which you can download from the Crete Express page on our web site.

Q: What cannot be transported via the Crete Express?

A: Any of the prohibited goods listed in Appendix A at the end of this document.

Q: How long do the goods take to arrive in Crete?

A: Transit time from departure in the UK to arrival in Crete is normally 6 days.

Q: How often does the Crete Express depart?

A: Currently we are running 1-2 Crete Express services per month. The frequency of the service will be determined by demand. We hope to soon have routine fortnightly departures with confirmed dates, and we will offer even more frequent services when there is sufficient demand. This is not the same as Nomad International's normal door-to-door removal service – we already offer this service in Crete more frequently than the Crete Express, and we have a team on hand in Crete at all times to conduct our normal door-to-door removals.

Q: How long will my goods stay in storage once they arrive in Peterborough?

A: This depends on the timing of their arrival in Peterborough, compared to the departure of the next Crete Express service. The maximum time between arrival of the last item in your consignment at our Peterborough warehouse and departure on the Crete Express service would be one month, although this would be considered very rare. Usually there are two Crete Express services per month, in which case the maximum storage time would be two weeks, and an average time would be one week.

Q: Is there any charge for storage?

A: As long as all of the items in your consignment arrive at Nomad International within two weeks of each other, there is no charge for storage. If we need to store some of your goods for longer than this in order to wait for delivery of the rest of your goods, storage will be charged at a rate of £15.00 + VAT per week from the time the first item arrived in Peterborough. If you suspect that some items will take a long time to arrive, we recommend that you order them as a separate consignment, and have the other goods delivered via the Crete Express on an earlier consignment. This planning must be made in advance – you cannot divide a consignment into parts once the order has been placed.

Q: I would like to order my goods in advance and have them stored at Nomad International in Peterborough for a while. Is this possible? If so, what would be the cost for storage in this case?

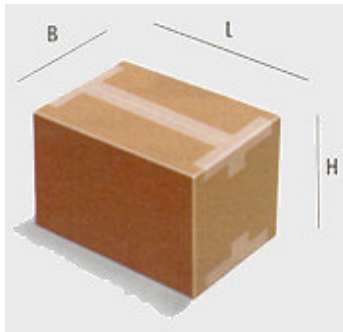
A: Yes, this is fine. Storage is charged at £15.00 + VAT per week per consignment of up to 250 cubic feet.

Q: I would prefer home delivery of my goods in Crete. How much does this cost?

A: This will depend on the level of demand for this service. We hope to be able to offer deliveries of small consignments for around €10 – €20 depending on your location in Crete, and whether you are able to wait until we have enough deliveries to keep prices down. If you are having your goods delivered we will contact you once your goods arrive in Crete to arrange the delivery.

Q: How do I calculate the volume of my goods?

A: The volume in cubic feet is calculated by multiplying the length of the object (in cm) x the height (in cm) x the breadth (in cm) and dividing this figure by 27000. Or you can download the volume calculator from the Crete Express page of our web site.



Q: What about calculating volume for irregular shapes?

A: Use the longest measurement across each of the dimensions (the length at the longest point, the breadth at the widest point, the height at the highest point).

Q: I don't know the dimensions of the items I am ordering in their flat-packed state – the retailer's web site only lists the dimensions of the items when assembled. Where can I find out this information?

A: You can estimate the dimensions of the packages and wait until they arrive at Nomad International Peterborough for us to determine the exact volume for you. If you are concerned about not knowing the cost for transport before you purchase the item, we would recommend calling the retailer to ask them the dimensions of the packed items. In most cases they should be able to help you.

Q: I don't understand what you mean about "volumetric weight", used as the basis for pricing by other carriers. Where can I find out more?

A: "Volumetric Weight" is a term used by many carriers to calculate the excess charge for objects that are large in size relative to their weight. Remember, Nomad International does not use volumetric weight in its Crete Express pricing. However, if you need to know more, the ParcelForce and DHL web sites explain more about how they calculate "volumetric weights". You can find them here: <http://www.parcelforce.com/portal/pw/content1?mediald=load112007&catId=25900681> and <http://www.dhl.co.uk/publish/gb/en/tools/volume.high.html>.

Q: If I send several parcels and the total volume is less than 3 cubic feet, will I still pay the minimum charge for the consignment?

A: There is a minimum charge of £10.00 per item (including VAT), so if you send 3 packages and the total volume is less than 3 cubic feet (for example), you will be charged £30.00. If you send 6 packages and the total volume is less than 5 cubic feet (for example), you will be charged £60.00. If the per-item charge works out at less than the charge based on volume, you will just be charged the normal rate based on volume. We need to set a minimum charge per item in order to cover the time and resources involved in labeling and monitoring the arrival of a large number of items that usually arrive from different retailers.

Appendix A: Prohibited Goods

Dangerous Goods, broken into the following nine UN hazard classes:

Class 1: Explosives: Any chemical compound, mixture or device capable of producing an explosive-pyrotechnic effect, with substantial instantaneous release of heat and gas. All explosives are prohibited. Examples: Nitroglycerine; Fireworks; Blasting caps; Christmas Cracker Snaps; Igniters; Fuses; Flares; Ammunition, etc.

Class 2: Gases compressed, liquified or dissolved under pressure: Permanent gases which cannot be liquified at ambient temperatures; liquified gases, which become liquid under pressure at ambient temperatures; dissolved gases which are dissolved under pressure in a solvent.

1. All flammable compressed gases are prohibited. Examples: Hydrogen; Ethane; Methane; Propane; Butane; Cigarette lighters; Gas Cylinders for camping stoves, blowlamps, etc.
2. All toxic compressed gases are prohibited. Examples: Chlorine; Flourine, etc.
3. All non-flammable compressed gases are prohibited. Examples: Carbon Dioxide; Nitrogen; Neon; Fire Extinguishers containing such gases, etc.
4. All aerosols are prohibited.

Class 3: Flammable Liquids: Liquids, mixtures of liquids, or liquids containing solids in solution or suspension which give off a flammable vapour. Any liquid with a closed cup flash point below 60.5° C is prohibited. Examples: Acetone; Benzene; Cleaning Compounds; Gasoline; Lighter Fuel; Paint Thinners and Removers; Petroleum; Solvents, etc.

Class 4.1: Flammable solids, self-reactive substances and solid desensitized explosives.

Class 4.2: Substances liable to spontaneous combustion and

Class 4.3: Substances which, in contact with water, emit flammable gases:

Substances liable to spontaneous combustion. Substances which, in contact with water, emit flammable gases. Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes, or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously. Examples: Matches (any type inc. safety); Calcium Carbide; Cellulose Nitrate products; Metallic Magnesium; Nitro-cellulose based film; Phosphorous; Potassium; Sodium; Sodium Hydride; Zinc Powder; Zirconium Hydride, etc.

Class 5.1: Oxidizing substances and Class 5.2: Organic peroxides:

Though not necessarily combustable themselves, these substances may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances, and be injurious to health. All oxidising substances and organic peroxides are prohibited. Examples: Bromates; Chlorates; Components of Fibreglass repair kits; Nitrates; Perchlorates; Permanganates; Peroxides, etc.

Class 6.1: Toxic substances and Class 6.2: Infectious substances: Substances liable to cause death or injury if swallowed or inhaled, or by skin contact. All toxic substances are prohibited. Examples: arsenic, beryllium, cyanide, fluorine, hydrogen solenoid, infectious substance containing microorganisms or their toxins which are known or suspected to cause disease, mercury, mercury salts, mustard gas, nitrobenzene, nitrogen dioxide, pesticides, poisons, rat poison. Infectious substances assigned to

Category A are prohibited. Examples: ebola, foot and mouth disease, UN3291 clinical waste is prohibited.

Class 7: Radioactive material: All materials and samples that are classified as radioactive using Table 2-12 of the latest edition of the International Civil Aviation Organisation's Technical Instructions. Examples: Fissile Material (Uranium 235, etc.); Radioactive Waste Material; Uranium or Thorium Ores, etc.

Class 8: Corrosive substances: Substances which can cause severe damage by chemical action to living tissue, other freight, or the means of transport. All corrosive substances are prohibited. Examples: Aluminium Chloride; Caustic Soda; Corrosive Cleaning Fluid; Corrosive Rust Remover/ Preventative; Corrosive Paint Remover; Electric Storage Batteries; Hydrochloric Acid; Nitric Acid; Sulphuric Acid, etc.

Class 9: Miscellaneous dangerous substances and articles : Substances which present dangers not covered elsewhere. Examples: Asbestos; Dry Ice (solid carbon dioxide); Magnetised Material with a magnetic field strength of 0.159 A/m or more at a distance of 2.1m from the outside of the parcel.

Other Prohibited Goods:

Drugs	/	Controlled	Substances
Prescription			drugs
Living			creatures
Plants			
Human	and	animal	remains
Biological	Substances,	Category	B
Infectious			substances
Diagnostic			specimens
Perishable	articles	and	foodstuffs
Any foodstuffs to be transported must be in sealed containers and must not be considered perishable. They must be suitable for transport over a 6-7 day journey and storage for up to one month.			
Alcoholic beverages			
Batteries			
Christmas			crackers
Unless they are in their original, unopened retail packaging			
Sharp			objects
Unless they are packaged appropriately and clearly labelled.			

