



EXPO 2020
DUBAI, UAE



CSS Homeward Bound

MOVING & RELOCATION • EXHIBITIONS & EVENTS LOGISTICS • INDUSTRIAL PACKING

The safest passage for your relocation

Toll Free: 800-CSS(277)

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CSS Homeward Bound

Moving to a new location anywhere in the world is a process that requires meticulous planning for it to be hassle-free and less chaotic. At CSS Homeward Bound, we take care of the minute details so that you can enjoy a stress-free and smooth moving process. Be it a corporate or a domestic move, we have the necessary resources to ensure a smooth move to any place in the world.

At CSS Homeward Bound, we know that every move has its own unique requirements. We offer quality services at reasonable prices. The customizable services we offer enable you to choose according to your requirements and only pay for the services that you avail. The packing, transportation and handling of the goods are done

under the supervision of experts which ensures that your goods remain intact and damage-free during the entire moving process.

CSS Homeward Bound has created a name for itself as one of the leading specialists in local and international removals. Whether it is a local or international removal, our removal specialists are there to handle the job, efficiently and professionally. We offer removal services that suit the requirements of our customers. All personal effects / household items / office items are carefully packed and shipped to the specified destination. With CSS Homeward Bound you can rest easy, knowing that your belongings are in safe hands.

Before you move

Whether you're moving locally or internationally, the key to a stress free relocation is planning. You should contact CSS Homeward Bound at least 1 months before your move, but we understand that sometimes due to circumstances we will have to work with shorter notice periods.

Pre-move survey

Our consultants will visit you in the comforts of your own home. They will go through your specific requirements and explain the removal process.

They will go over all the items you plan to move to come up with a volume estimate that will be the basis for calculating the costs as well the various options.

They will also be able to advise you regarding the different options available, timings, insurance, etc.



Country information

Your consultant will also provide you with country specific information to help you with the requirements on the other end.

Overseas

No matter where in the world you are moving to, you can be rest assured that you and your belongings will be in safe hands.

Our staffs are trained to pay attention to special details and plan your move accordingly.

Through our vast overseas network, we have access to some of the largest service providers in the industry.

When moving overseas, there are several points that need to be considered such as: company budgets, timings, regulations, insurance, safety of your possessions, etc.

Our experienced staff will provide you with a custom tailored solution along with all the information regarding special items, pet transfers, transit times, custom regulations country information or any other specifics you may require.

Packing

Our professional packing crews are trained to ensure the safety of all your belongings. Each item will be packed with maximum care using the finest quality materials. Our packers are also experienced in handling fine china, delicate antiques and works of art.

Special wooden cases can be tailor-made for particularly fragile items, pianos, paintings, etc. Upon completion of packing your goods will be carefully loaded to make sure the space is utilized efficiently and safely.



Inventory List

All your personal items will be packed and noted on inventory list with numbers and descriptions.

It is important that the inventory list contain accurate descriptions especially for items of significance as this will be used for reference by customs, Insurance company, and CSS Homeward Bound.

SEA - Majority of the shipments go via this method. The various options available are 20ft and 40ft containers, LCL (loose container loads), or Groupage (sharing a container with other CSS Homeward Bound customers).

Our consultant can give you more information regarding which options are most suitable.

AIR - This option is usually used for smaller shipments. It is also used to send essential items that would be needed in advance of the larger shipment's arrival.

LAND - For nearby countries, we can have shipments transported, cleared through customs, and delivered to its final destinations in a matter of days.

Types of shipping options available

Based on the volume that was estimated during the pre-move survey and the final destination, there can be a variety of methods available for your relocation.



Destination

At your destination our accredited partner offices will handle all the formalities, procedures and paperwork required to clear your shipment through customs.

Once all the formalities have been completed, our team will deliver your belongings with the same care and professionalism you received here.

In addition to unpacking your goods and clearing all debris, our team will be able to assist you with any other requirements you may have.

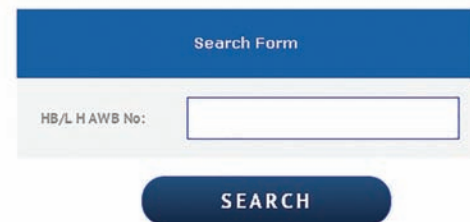
If you need help with setting up your appliances, hanging paintings or a domestic help service, we can have it arranged at a small additional cost.

How to track your shipment online



The screenshot shows the CSS GROUP website. The main heading is "RELOCATION". Below it, there are four stacked boxes labeled "Books", "Kitchen", "Living room", and "Bedroom". To the right, there is a paragraph of text: "When it comes to moving one's home or office, the enormity of the task is sure to set in. The hassle attached with packing precious belongings safely and moving them without damage to the new location is best to be left to the professionals." Below this text is a "Read more" button. At the bottom, there is a "We Offer:" section with icons for "OCEAN FREIGHT", "AIR FREIGHT", "LAND TRANSPORT", "YACHT & MARINE", "HEAVY EQUIPMENT", "PROJECTS MANAGEMENT", and "RELOCATION". At the very bottom, there are three columns: "Company Overview", "Online Support" (with a "Track & Trace" button), and "Latest News" (with the text "Expanding with New Facilities").

TRACK & TRACE SEA



The screenshot shows a search form titled "TRACK & TRACE SEA". The form has a blue header with the text "Search Form". Below the header, there is a label "HB/L HAWB No:" followed by a white input field. At the bottom of the form is a blue button with the text "SEARCH".



CSS Homeward Bound offer services in:

- Worldwide packing and moving of personal effects
- Local and International removals
- Customs clearance and door to door services
- Warehousing
- Transportation
- Industrial packing and lashing
- Exhibitions and Events Logistics
- Fine Art Relocations
- Pet Relocation UAE
- Handyman services
- Cleaning Services
- Express Baggage



Storage

CSS Homeward Bound has our own warehousing facilities for customers requiring long or short term storage space. We provide a very safe and well secured place for your goods. Every precaution is taken to keep the consignments from damage-free. All facilities are monitored by state-of-the-art security systems.





CSS Homeward Bound is also happy to assist on the following requirements:

- Banking options
- Beauty and body care providers
- Gardening & landscaping specialists
- Handyman and maintenance providers
- Insurance providers
- Laundry services
- Maid services
- Obtaining an e-gate card
- Obtaining a drivers license
- Obtaining a liquor license
- Pet grooming services
- Pool maintenance and servicing
- Specialist health care providers
- Temporary accommodation
- Veterinary clinics
- Vehicle rentals





About CSS Group

CHAIRMAN'S MESSAGE

Consolidated Shipping Group is grateful for the warmth and recognition bestowed on us over the years, by the shipping and logistics fraternity for being a trusted partner worldwide. While these years have been very challenging for us, our determination to succeed has led us to overcome all boundaries and weather each storm. Our growth during the years has been attributed to the unconditional support from the Government of the United Arab Emirates, Customers, Global Network Partners, Shipping Lines, Airlines, Land Transport Operators, Business Associates / Institutions and Employees.

We have maintained a steady growth since our inception in 1995 across various departments and today with the support of a prudent and dedicated team of professionals CSS has achieved numerous milestones. Every move of ours was taken, keeping

in mind the latest trends within the industry from building our own state-of-the-art CFS and Supply Chain Facilities in the Jebel Ali Free Zone to choosing our network partners globally.

Team CSS' determination to be among the best in the region has seen us establish a young and vibrant team, with a single-minded proposition of ensuring 'Customer Satisfaction'. Today, having completed over 20 years of service, we have grown to a group of companies with over 750 professionals, offering Integrated Freight Forwarding & Logistic Solutions to an impressive clientele worldwide.

With the philosophy of nurturing business relationships and promising mutual growth, Consolidated Shipping Services has what it takes to be your Freight Forwarding & Logistics partner.

T. S. Kaladharan

Services

Consolidated Shipping Group has over the years, emerged as the leading integrated freight forwarding and logistics solutions provider in the region where it operates.

THE GROUP - Middle East & Sub-Continent

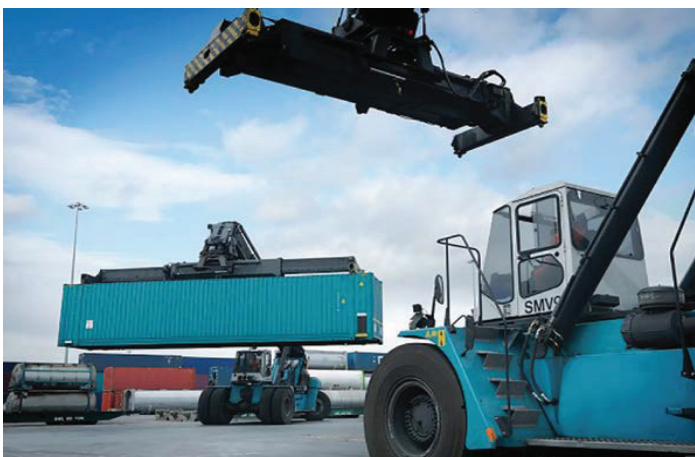
- Corporate Office - Dubai
- Air Freight operations office & Warehouse - Dubai Cargo Village
- CSS Logistics L.L.C. - Dubai Airport Free Zone
- Supply Chain Management Facility - Jebel Ali Free Zone
- Container Freight Station Facility - Jebel Ali Free Zone
- CSS Homeward Bound - Dubai Creek Customs
- Consolidated Shipping Services L.L.C.– Abu Dhabi
- Consolidated Shipping Services W.L.L.– Bahrain
- Consolidated Shipping Services W.L.L.– Kuwait
- Consolidated Shipping Services – Saudi Arabia / WMS
- CSS Pakistan (Private) Limited
- Consolidated Shipping Services - Maldives
- Console Shipping Services India Pvt. Ltd. - Bangalore, Chennai, Cochin, Coimbatore, Delhi, Mumbai, Tirupur & Tuticorin
- Hindustan Shipping & Clearing House – Kochi

About us

- In operation since 1995
- Headquartered in one of the fastest growing cities in the world - Dubai, UAE
- Offering end - to - end logistic solutions
- One of the leading NVOCC operators in the region
- Offices strategically positioned across the Middle East and Sub-continent
- An enviable global network
- A team of over 750 dedicated professionals

We offer services in:

- NVOCC
- Ocean Freight
- Air Freight & Air Charter Services
- Land Transportation
- Industrial Packing & Lashing
- Multimodal Operations (Sea-Air, Sea-Land)
- CFS
- 3PL & 4PL
- Projects, Oil & Energy
- Relocations
- Yacht & Marine Logistics
- Heavy Equipment Logistics



Relocation Services

CSS Homeward Bound is pleased to provide Relocation Services to ease the Settling-In and the Repatriation processes. Below is a brief summary of our scope of relocation services provided:

1) **Dubai, Abu Dhabi etc City Orientation:** A general overview of the city giving an idea what it is to live in Dubai. This orientation will give the transferee an idea about the shopping possibilities (groceries, furniture, clothes and white goods stores), the different housing areas, practical matters in living in Dubai and the UAE as well as a glimpse to the different health care facilities provided.

2) **Accommodation Orientation:** This orientation package will give a more in depth understanding of the various living areas Dubai has to offer, giving the transferee the possibility to view properties that have been selected as per their requirements and budget. We also negotiate the terms and conditions of the lease/ sale agreement and arrange for a pre-arrival cleaning.

3) **Settling In Services:** This service is a detailed orientation to the city, tailor-made as per the transferee's specific requirements. It also includes an overview of the different cultural, sports and leisure activities Dubai has to offer and the various clubs one can attend to. The Settling in Service

also includes the utilities connections (electricity, water, cable TV, Internet and the telephone) assistance. This On Arrival service package answers the queries the transferee has and acts as a helping hand.

4) **Education Services:** This service package is focusing on finding the suitable nursery, kindergarten or a school for the younger expatriates relocating to Dubai. Not only does this package provide the transferee with the relevant information, contact details and locations of the educational institutes, but also fixing appointments with the selected institutes.

5) **Departure Services:** On leaving Dubai we arrange to terminate the lease contract, disconnect the utilities (electricity, water, cable TV, Internet and the telephone), returning security deposits to the utilities providers, arranging painters and cleaners as well as arranging for the handover of the property to the owners and collecting refunds.

These above programmes are flexible and they can be tailor-made to suit the transferee's specific requirements.



Insurance

Even though all precautions are taken by our trained staff, it is always advisable to choose our comprehensive insurance option.

Our insurance covers "All-Risks", mold & mildew, pair and sets, and electrical derangement. The insurance policy will cover your consignment during the entire duration of the removal, from the first day of packing to the final day of delivery.

We can extend the duration of the policy to ensure that your consignment is fully covered during any storage period.

Before your move, you will be required to complete a comprehensive valued insurance inventory. This insurance inventory will determine the value of compensation in the

unlikely event of a claim.

As this valued inventory is essential for the prompt and accurate evaluation of any possible claim, it is imperative that you carefully detail each individual item along with its estimated individual value.

In the event that an item is lost or damaged beyond repair you will be financially compensated based on the inventory's declared value. Our fleet of trucks and our warehouses are fully insured. Please ask our consultant for more specifics regarding our insurance coverage.

accurate evaluation of any possible claim, it is imperative that you carefully detail each individual item along with its estimated individual value.





Frequently Asked Questions

Why do I need insurance?

It is recommended, that all international shipments be covered by our “All Risk” insurance.

What are cubic meters (CBM)?

Cubic meters (CBM) are a unit of volume that is used to compute the price for all removals.

Why are there exclusions?

Certain charges are excluded from removal quotations either because they seldom occur or because it is difficult to ascertain from before.

Does CSS Homeward Bound relocate globally?

Yes, we do. We have long-standing partnerships with outstanding agents in almost every country in the world. Our agents belong to the same

international affiliation that we belong to, and are accredited established partners of ours. Customer satisfaction is of utmost importance to us, so all partners are carefully selected.

Can I pack my own things?

Personal effect like clothes, bed linen etc, can be packed by yourself ahead of time. Delicate/fragile items should be packed by our experienced packing team. Insurance coverage does not apply on items packed by the owner. Please take note of prohibited items during international relocations to avoid unnecessary problems at the destinations.

Are all charges included in the price?

This depends on the type of service that you purchased (i.e. Door-to-Door or Door-to-Port).

Customer will be responsible for any taxes or duties that might be raised on your shipment. Review your quotation with your Euro Movers International representative to ensure that you understand the terms of your quotation.

Can you schedule my relocation after hours or on a Friday/Public Holiday?

Yes, we do work after hours on request and on Fridays & Public Holidays, but we do add a surcharge.



How is the price calculated?

Our price is based on the volume of your items. Our representative will do a survey in the convenience of your home and provide you with an estimated volume. The actual volume will only be known on the packing day, so if there is any variation in the volume the same will reflect on the final invoice.

How do I make a claim?

In the unfortunate event that any of your items got damaged during transit, you have to report it within 14 days after delivery of your items. We would get you to complete a claim form & upon receipt of the completed claim form, CSS Homeward Bound would work with the insurance company to ensure that a prompt settlement was achieved.

Quality assurance

Quality is of utmost importance to us and our customers. Our reputation rests on our ability to deliver top quality service every single time.

Not only is our staff regularly trained, but we have systems in place to make sure that every removal and relocation is handled with care.

CSS Homeward bound is a member of :



CANADIAN
ASSOCIATION OF
MOVERS (CAM)



INTERNATIONAL
ASSOCIATION OF
MOVERS (IAM)



ASIAN
RELOCATION
ASSOCIATION
(ARA)



WORLD CARGO
ALLIANCE
RELOCATIONS
(WCA)



The logo features the letters 'CSS' in white on a blue rectangular background, followed by the words 'Homeward Bound' in blue on a yellow rectangular background.

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A large, stylized graphic element consisting of a yellow curved shape that transitions into a blue background, resembling a ribbon or a stylized wave, positioned in the lower half of the page.



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CSS GROUP

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