

## TANSHIN Plan

Service Characteristics :

TANSHIN plan is an insurance-covered moving service plan to Japan with fixed size and amount of carton box. It is an economic plan where you can choose the course that best suits your needs and pack the items yourself.

For customers who:

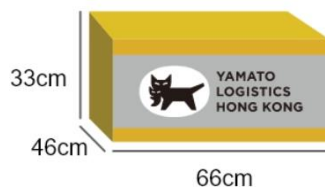
- Want an economic moving option
- Want to pack & unpack their own items
- Do not have large furniture

### Plan Characteristic



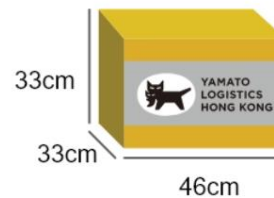
	Minimum Course	Regular Course
Price	<b>Please contact us for details</b>	
No. of Carton Boxes	Large 4 + Small 6	Large 6 + Small 9
Packing Materials	Bubble Wrap Duct Tape x2	Bubble Wrap Duct Tape x2
Delivery Zone	All area of Japan, including Hokkaido & Okinawa. Exclude specific islands	

Large



- Around 40~60 Polo shirts
- Around 80 T-shirts
- Around 10~15 sweater or jumper  
(Maximum 25kg)

Small



- Around 100 paperback books
- Around 250 CD/DVD  
(Maximum 25kg)

## Terms & Conditions

- Only items of Japanese nationality who are returning to Japan or non-Japanese nationality who are immigrating to Japan can be shipped.
- **For Japanese nationality:** You need to be staying at your current overseas location for at least 1 year and have corresponding valid residence permit as a proof.  
**For non-Japanese Nationality:** You need to have Copy of Certificate of eligibility (COE) or Japan Residence Card with at least 1 year of validity period. Japanese Visa is not relevant to the moving service.
- We only accept online application for TANSHIN plan
- Please be noted that we only accept Personal Payment. Company Payment is not accepted.
- The items cannot be shipped if the weight per carton box exceeds 25kg.
- Under this plan, the pick-up and delivery addresses are limited to one location each.
- Target Districts & Areas in Hong Kong:  
Hong Kong Island, Kowloon, New Territories (Tseung Kwan-O, Tai Wai, Fo Tan, Shatin, Tsuen Wan, Tsing Yi only).
- Please be noted that we do not accept applications for places that are accessible only via staircase (Please also make sure cargo lift is accessible).
- When you request a pick up, flight reservation should have been completed (or you are already at the destination country). Please keep in mind that we cannot accept order if your flight remains undecided. Furthermore, import customs clearance cannot be carried out unless you have arrived at the destination country.

### Insurance

Insurance fee is included in the TANSHIN plan price. Insurance compensates up to 1 million yen (minimum course) and 1.5 million yen (regular course). We do not handle items that exceeds 200 thousands yen insurance value per box. In the event of damaged or missing parcels, repairs or purchases of substitutes will be carried out by the customers. In addition, we will not refund shipping charges or reimburse packages due to delayed delivery.

## Pick-up

Our local staff will handle the pick-up (Japanese staff will not be present)

You can designate morning or afternoon for pick-up timing.

Please be kindly noted that we do not handle pick-up on Saturday, Sunday, holidays, early morning and evening.

## Delivery

Delivery will be made to your place in Japan. Please be kindly noted that under this plan, we do not provide in-house delivery service. Unpacking services and re-collection of carton boxes after delivery are also unavailable.

## Payment

We only accept payment via remittance to our designated bank account before pick-up

## Moving Flowchart

<b>Request</b>	Please make an online application at least 3 weeks before moving out. Our staff will contact you with more detailed information and make the necessary arrangements.
<b>Delivery of Packing Materials</b>	Packing materials such as carton boxes, tape, and cushioning materials will be delivered to you in advance of the move out day. (Deposit of HK\$500 will be collected).
<b>Required Documents</b>	Customers will need to pack their items and fill in the Packing List by themselves. Please send us the packing list pdf file and we will check the content.
<b>Pick-Up</b>	Our professional movers will visit your current residence to pick up the packed boxes. Please remit the remaining payment to our designated bank account before the pick-up.
<b>Arrival in Japan</b>	Upon arrival in Japan, please submit <u>two</u> Customs Declaration Form. Please be careful that import custom could not be cleared if the two custom declaration forms are not submitted properly.
<b>Moving In</b>	Provided that all necessary documents are submitted in time, your items will take 30~40 days to be delivered to your place in Japan. Under this plan, in-house delivery, unpacking and used carton box re-collection services are not provided.

## Required Documents

1. Passport copies (Profile page)
2. (For Japanese Nationality) Copy of Departure Stamp on your passport when you left Japan (Must be at least 1 year ago) & Copy of Hong Kong Work Visa with at least 1 year of validity period.
3. (For Non-Japanese Nationality) Copy of Certificate of eligibility (COE) or Japan Residence Card with at least 1 year of validity period. Japanese Visa is not relevant to the moving service.
4. (For Hong Kong Permanent Resident) Hong Kong ID card
5. e-Ticket
6. Power of Attorney / Consent Form for Shipment to Japan / [Download](#)
7. Packing List / [Example](#)
8. Declaration of Personal Effects and Unaccompanied Articles (x2) / [Example](#)

Please refer to the “Tanshin Plan details” and make sure no prohibited item is in the cargo.

[Packing Guideline](#)

## Prohibited & Restricted Items

The following items are strictly prohibited. If any of the following items are found in your items during custom clearance, you will be responsible for all the disposal fee and penalties.

Please make sure you **do not put in** any of the following items during packing.

Foods	No food allowed.
Pornography & Counterfeit Products	Pornography, Child Pornography, Pirated DVDs, Imitation goods (cash, securities documents, credit cards, branded handbag, phone cases, watches, key holders).
Animals & Plants	Live Animals and Plants, Seeds, Cut/Dried Flowers, Potpourri, Pine Cones, Walnuts, Straw and products made from straw (e.g. straw mats).

Valuables	Cash, Credit Card, Cash Card, Passport, License, Seal, Securities, Bankbooks, Stock Certificates, Hard-to-Price Assets (precious metal, antique art)
Hazardous Items	Aerosol Sprays, Combustibles (matches, lighters, etc.), Firecrackers, Gunpowder, Model Weapons (light sabers, toy guns, etc.), Weapons (guns, knives, swords, taser, etc.)
New / Overseas Items	New items: items that have been acquired locally within 6 months as personal items, and furniture that has been acquired locally within 1 year (purchased items, gifts, used items, etc.). Even if the item has been acquired more than 6 months or 1 year ago, if the customs inspection judges it as a new item, it will be treated as a new item. (Unless if there is proof that it was purchased more than 6 months or 1 year ago)
Medications & Quasi Drugs	Medications & Quasi Drugs such as contact lens, cleaning solutions and essential medicines are strictly inspected and examined by the custom and thus we <u>do not</u> accept shipment of any medications & quasi drugs.
Home Medical Equipment	Home medical equipment such as blood pressure monitor and electric massager that can be purchased at electronics stores. CPAP (including parts and accessories), nebulizer, etc. cannot be shipped even if they are for home use.
Cigarettes / Alcoholic Beverages / Perfume	No Cigarettes (including cigars), Alcoholic Beverage and Perfume allowed.
Others	Products made from species listed in the CITES appendices, e.g. leather, fur, horn, bones, ivory. Furniture and musical instruments made from exotic wood. Items that contain rocks and soil. Items that require Import Certificates or Letters of Approval (e.g. erhu). Items that are not for personal usage, e.g. Medical equipment. Electric bikes, including electric scooters.

Items that can be shipped :

Cosmetic Products	<b>Limited to a maximum of 24 items for each type of cosmetic product</b> Shampoo, Conditioner, Treatment, Styling gel, Hair color, Face wash, Soap, Toothpaste, Shaving lotion, Bath oil/salt, Emulsion, lotion, Perfume, Cologne, Hand cream, Sunscreen, Cleansing cream, Powder, Foundation, Lipstick, Lip balm, Eye shadow, Eyeliner, Mascara, Cheek.
-------------------	--

※ For fragile items such as cooking utensil and electronic devices such as computer, please either bring them with you as hand-carry or use our standard moving plan for shipment.



There is a possibility of thorough inspection of all items in the boxes by Customs clearance officers. If prohibited items are found to be present, or certain items are found to have exceeded their restricted limit, the shipment process will be delayed and customers may be punishable by law. Therefore, please pack authorized items only, and do not include items from other people, whose contents are unknown to you.

**Do not hesitate to inquire us if you are unsure of what can be shipped!**

## Precaution for TANSHIN Plan

- If your items are requested by Japan custom for inspection, inspection fee will be charged and the customer shall pay to YGL. Delivery may be delayed should packages are subject to customs inspection.
- New & unused items will be taxed with duty-free quota up to 200,000JPY.
- Please be kindly noted that pre-shipment inspection might occur. If items that are unable to be shipped are found, we will dispose of the respective items. Please also be noted that there will not be any reparation.
- If there are items that do not fit in a carton box or if you would like to have more carton boxes than the allowance of the plan, please consider using our normal overseas moving services.
- A deposit of HK\$500 will be collected when the packing materials are delivered to your place.
- TANSHIN Plan service is suspended during mid-March to mid-April.

**[Regarding Cancellation]**

Cancellation Timing	Cancellation Fee
After application	Minimum Course : HKD\$850
	Regular Course : HKD\$900
Day before pickup	Full Amount
Pickup day	

\* We do not accept returns of the delivered cardboard boxes.

\* Information regarding refund methods and other procedures will be notified when you contact us.

\* For cancellation, please notify through phone or email.

**Contacts**

TEL NO.: (+852) 2262-0635

(09:00-17:00 except for Sat/Sun/Public Holidays)

E-mail : [tanshin@yamatohk.com.hk](mailto:tanshin@yamatohk.com.hk)

**[Course change information]**

Change Description	Handling Charge
Regular → Minimum	HK\$200
Minimum → Regular	HK\$300

If you would like to change your course, please contact us via Phone or Email.

**Contacts**

TEL NO.: (+852) 2262-0635

(09:00-17:00 except for Sat/Sun/Public Holidays)

E-mail : [tanshin@yamatohk.com.hk](mailto:tanshin@yamatohk.com.hk)

**[Regarding Delivery in Japan]**

If you have any enquiry on delivery after arriving in Japan, please contact our service centre.

**Contacts**

Free-dial : 0120-804-814 (9:00 – 17:00 except for Sun/Public Holidays)

E-mail : [impmoving@y-logi.com](mailto:impmoving@y-logi.com)