

BRAGA FREIGHT SERVICES

Terms and Conditions

1. The declaration form provided with your box is a legal document. Please ensure it is filled out completely and accurately. It must be presented along with your sealed box at the time of drop-off. This form also serves as proof of purchase for your empty box.
2. Do not overfill your boxes. Bulging, overfilled or bulky boxes will remain on Standby. Boxes on Standby are segregated from all other boxes and are packed into the container last. These boxes may miss the intended shipment if they do not fit into a standard row in the container. Braga Freight Services reserves the right to place your box on Standby if it does not fit the criteria. (see images below).
3. Shipping illegal and/or dangerous goods such as drugs, alcohol, weapons or flammable material is against the law and strictly prohibited. Offenders will be faced with heavy fines and possible imprisonment. Braga Freight Services will not be held accountable.
4. To avoid customs duties, a maximum of 2 boxes per individual recipient is permitted. There is no limit on the total number of boxes that can be sent to the same household—for example, 2 boxes per family member is allowed.
5. Items other than clothing and kitchenware may be restricted or subject to customs charges in Macedonia. This includes but is not limited to items such as: Food, perfumes, creams, tools, toys, jewellery, commercial goods, vitamins & medications. Technical and electrical items such as phones, computers, electronic kitchen appliances etc. Any customs charges are separate to Braga Freight Services charges and are subject to change without notice by Macedonia Customs. Braga Freight Services is not liable for these charges.
6. Upon arrival of freight into Macedonia, all boxes may be subject to customs inspections by Macedonian customs officials before distribution is permitted. This is as per Government legislation and Braga Freight Services holds no authority.
7. Shipments are expected to arrive and be distributed in Macedonia approximately three months following departure from Australia. Any further delays are due to the strict customs laws and processes in Macedonia or shipping line delays outside of our control.
8. To ensure your box leaves Australia on the intended date, please deliver your full box in advance and well before the last scheduled receiving day. Braga Freight Services reserves the right to delay a shipment if the need arises.
9. A valid mobile contact number for the receiver must be provided on the declaration form. When the container arrives into Macedonia, all receivers are contacted to be given delivery instructions and to provide their National ID number for identification purposes. Braga Freight Services will attempt to contact the receiver up to 5 times over a course of 2 days. If we are unable to get in contact with the receiver, they will miss their scheduled delivery and will then need to arrange to have their item picked up from Bitola or organise their own courier to have their item delivered. This will be at their own cost.
10. Space in each container is limited. For this reason, Priority and Express Delivery boxes are loaded first followed by Priority Bulk. Standard boxes will then be loaded in sequential number order (in the order that they are received by us). Standby boxes and Standby/Bulk items are loaded last and only if there is sufficient space remaining in the container.



Bulging



Top & base not closing