

## International Moving Checklist – Household Goods – Sterdts

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### About this checklist

This checklist helps you plan an international move of your household goods with Sterdts, from first enquiry through to delivery. Tick off items as you complete them. This is a **planning tool**, not a legal document, and does **not** replace our [Standard Trading Conditions \(STCs\)](#) or [customs regulations](#). Requirements can change; Sterdts will advise based on the latest available information for your route, but final requirements and decisions rest with the relevant authorities.

### 1. Key documents to prepare

#### Identity & status

- Passport(s) for all adults (and children where required)
- South African ID book/card (if applicable)
- Visa / work permit / residence permit for the destination country (if required)
- Marriage / divorce / birth certificates, if requested by customs/authorities

#### Move & shipment documents

- Sterdts quotation
- Sterdts booking / acceptance confirmation
- Draft or final household inventory (Sterdts will guide you)
- High-value item list (artwork, collections, jewellery, etc.)
- Insurance proposal / confirmation, if taken
- Proof of address at origin and destination (lease/deed/utility bill, where available)

#### Employment / study (where applicable)

- Employer letter confirming overseas assignment or employment
- End-of-assignment letter (if returning)
- School / university acceptance letter (if moving for study)

#### Vehicle & special items (if applicable)

- Vehicle registration documents
- Proof of ownership period and use
- Any permits or approvals for regulated items (Sterdts will advise)

### 2. Decide what to ship vs sell/donate

- Make a list of large items and furniture you **definitely** want to ship
- Mark items that are cheaper to replace at destination than to move
- Identify items of **high sentimental value** you want to keep
- Check if any items are unsuitable for the destination (climate, voltage, space)
- Ask Sterdts about items that may be restricted or not allowed

- Decide what will be **sold, donated** or **disposed of** before packing
- Consider short-/long-term storage in South Africa for items you're unsure about

### 3. Information Sterdts needs from you

#### Contact & addresses

- Main contact person's full name and contact details
- Reliable email and mobile number(s) for updates
- Full origin address (including complex/building and unit details)
- Full destination address (or provisional address if final one is not yet known)

#### Access & timing

- Details of stairs/lifts, parking, security estates and any access restrictions at origin
- Known access restrictions at destination (narrow streets, low trees, height limits, etc.)
- Preferred packing and collection dates
- Key fixed dates (school start, job start, lease end) that affect timing
- Any flexibility on sailing/flight dates to optimise cost

#### Shipment contents

- Rough list of main rooms and large items to be moved
- Confirmation whether vehicles/bikes/boats are included
- List of very fragile or high-value items to flag for special packing/crating
- Your preferred service level (door-to-door / door-to-port, etc.)
- Your packing preference (full pack / partial / mostly self-pack)
- Any budget constraints we should consider

### 4. Home access & parking (origin and destination)

#### Origin

- Confirm property type (house, apartment, estate, farm, etc.)
- Check where a large vehicle can park and any height/weight restrictions
- Confirm number of floors, stairs and lift size/use rules
- Confirm complex/estate access rules and time restrictions
- Note any special issues (load-shedding affecting lifts/gates, narrow driveways, etc.)

#### Destination

- Confirm property type and expected access
- Check parking, stair/lift situation and any building rules
- Advise Sterdts if a shuttle vehicle may be needed for access

### 5. Packing, crating & special items

#### Who packs what

- Decide if you want full packing by Sterdts
- Decide if you want partial packing (Sterdts packs fragile/complex items)
- Decide what you will self-pack (books, some clothing, etc.)

### Before packing starts

- Separate items that are **not moving** so they are not packed accidentally
- Put passports, medication, keys and critical documents aside so they cannot be packed
- Defrost and clean fridges/freezers that are going into the shipment
- Empty appliances and clean outdoor equipment as instructed

### Special items

- List any artworks, antiques, glass, mirrors or sculptures needing special packing
- List any very heavy or awkward items (pianos, safes, gym equipment, machinery)
- Ask Sterdts whether those items need crating or special handling
- Confirm which restricted or hazardous items **cannot** be packed

## 6. Customs & compliance basics (high-level)

- Understand that customs require **honest, accurate information**
- Distinguish between **used household goods** and clearly **new** items
- Keep proof of residence and status (rental agreements, employer letters, etc.)
- Ask Sterdts which customs forms or declarations apply to your route
- Flag any unusual or high-risk items (firearms/ammunition/explosives — prohibited; chemicals, foodstuffs, etc.) before packing
- Accept that customs may select shipments for inspection and that this is outside anyone's control
- Keep copies (digital + physical) of all key documents in one place

*(This checklist is a guide; Sterdts will advise based on the latest available information for your route.)*

## 7. Insurance and valuation decisions

- Decide whether you want to take out marine/moving insurance (recommended)
- Choose between **All Risks** and **Total Loss** (or other options if offered)
- Decide whether to complete a **detailed valued inventory** or a lump-sum value
- Identify high-value items that may need specific values/limits
- Read the main exclusions, deductibles and claim procedures
- Return any insurance proposal forms fully and accurately completed
- If you choose not to insure, acknowledge that compensation may be limited under standard terms

## 8. Timeline before move date

### Around 90–60 days before

- Contact Sterdts and request an initial quotation
- Arrange a pre-move survey (virtual or in-person)

- Start deciding what to ship vs sell/donate
- Consider school, job and housing timelines at destination

**Around 60–30 days before**

- Confirm your service level and packing options
- Accept quotation and [Standard Trading Conditions \(STCs\)](#)
- Start gathering required documents
- Notify schools/employer/landlord of your move
- Begin selling/donating larger items you won't ship

**Around 30–7 days before**

- Finalise what is going into the shipment
- Confirm any special packing/crating requirements with Sterdts
- Confirm access arrangements, lift bookings and security permissions
- Run down food stocks and flammables that cannot be shipped
- Defrost and dry fridges/freezers

**7 days up to move day**

- Separate non-moving items and "do not pack" items
- Keep passports, medication, documents and valuables in a safe place
- Confirm final packing and collection dates/times with Sterdts
- Check load-shedding or other issues that may affect access on move day

**9. Move-day checklist (origin)****Before the crew arrives**

- Pets and children are safe and supervised away from main packing areas
- "Do not pack" items are clearly separated
- Security/estate access is arranged and guards informed

**When the crew arrives**

- Walk through the property with the crew leader
- Confirm what is going and what is staying
- Point out high-value, fragile and special-care items
- Confirm your contact and destination details

**During packing**

- Be available for questions and decisions
- Check carton labels and room markings make sense to you
- Keep passports, medication and valuables under your control

**Before the crew leaves**

- Do a final walkthrough with the crew leader

- Confirm all agreed items have been packed and loaded
- Confirm nothing that should stay has been taken
- Sign inventories/packing lists/delivery documents as required, keeping copies

## 10. Arrival & delivery checklist (destination)

### Before arrival

- Confirm Sterdts and our destination partner have your current contact details
- Provide any outstanding customs documents requested
- Ask about any expected duties, taxes or local charges

### Preparing your new home

- Confirm you will have access on delivery day (keys/codes/permissions)
- Book lifts or loading areas if required by the building
- Decide which room will take which large items

### On delivery day

- Be present or appoint a trusted representative
- Direct placement of large items and cartons
- Note any visible loss/damage on delivery documents before signing
- Keep copies of all signed documents

### After delivery

- Unpack essentials first (beds, kitchen basics, work/school items)
- Report any concealed damage to Sterdts or our destination partner as soon as possible

## Contact details

Use this checklist as a working tool you can print or complete digitally. It is intended to help you prepare; it does not replace our [Standard Trading Conditions \(STCs\)](#), carrier conditions or customs regulations. If anything is unclear or your situation is unusual, please contact us so we can advise you specifically:

### Information Officer:

Gert Mostert

### Contact details:

Tel: +27 87 057 2777

Email: [info@sterdts.co.za](mailto:info@sterdts.co.za)

### Postal/physical address:

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