



**JOIN OUR 2ND QUARTER
GROUPAGE SEA CARGO
TO THE USA AND CANADA
HOME/OFFICE PICKUP!**

FAQ

FREQUENTLY ASKED QUESTIONS

HOW MUCH IS SHIPPING PER KG?

NIGERIA FREIGHT/USA-CANADA CLEARANCE FEE

- 100kg-500kg @ N550 > \$1.25
- 500kg-1000kg @ N520>\$0.80
- 1000kg-5000kg @ N500>\$0.50
- 5000kg & Above @ N480 >\$0.25

DO YOU HAVE MINIMUM WEIGHT?

Yes, Minimum weight is 100kg.

NOODLES BOXES

Noodle boxes are calculated by cuboid volume @ 5kg per box with the following maximum numbers of allowed boxes, ie:- for every 100kg package, only 2 boxes of noodles will be accepted.

- 100kg - 2 Boxes
- 200kg - 4 Boxes
- 300kg - 6 Boxes
- 400kg - 8 Boxes
- 500kg -10 Boxes
- 1000kg- 20 Boxes
- 2000kg - 40 Boxes
- 3000kg - 60 Boxes
- 4000kg - 80 Boxes
- 5000kg - 100 Boxes

WHAT DO YOU ACCEPT & REJECT?

For both Sea/Air Cargo, we accept the majority of the Nigerian food stuffs, Melon Seeds, Beverages, Drinks, Cosmetic, Fashion Material, Clothing, Furniture, Documents, Herbs and etc

CONTRABANDS/ PROHIBITED ITEMS

We do not accept any kind or form of meat/chicken products eg:-Ponmo(smoked/fried cow skin), kilishi, fried/dried/smoked/grilled/meat. Fried/smoked/grilled/dried chicken Alcoholic drinks eg:- Beer,Guinness,stout.Snipers, Insecticides & Chemicals

Please in case you have any particular product we did not mention, kindly reach out to us for clarification. Cargo shipping can be seamless with prompt deliveries when customers adhere to clear & simple information.

LEGALACTION

Again we implore all our esteemed customers to refrain from the act of concealing items we do not accept. The sender(Nigeria) and the receiver(USA/CANADA) of any package(s) found with such item(s) will be prosecuted, no cost in such remedial measures will be incurred by our company, including and not limited to charges of Attorney. All other financial implications involved will be at 100% of the SENDER & RECEIVER



**PLEASE CALL
+2349060005360**

LAGOS

📍 29A, Afolabi Aina str,
off Alen Avenue,
Ikeja Lagos
☎️ +2349060005360

USA

📍 1440 W.Taylor str,
#1218, Chicago IL,
60607, USA
☎️ +13123588482
+1(312) 281-0029

🗨️ **+2348057130004 (24/7 CHATS ONLY, NO CALLS PLEASE)**

📷 @arafatconciergellc ✉️ arafatconcierge@gmail.com 🌐 www.arafatconcierge.com

CAN YOU PICKUP FROM MY HOUSE/OFFICE?

Yes, pickup service is available on request as a paid service, please contact us for further info.

CAN YOU HELP ME BUY ALL I WANT TO SHIP FROM NIGERIA?

Yes, we can, our sister company OJA9JA offers personal shopping services on request, please contact us for further info.

WHEN IS DROP-OFF?

Drop off starts with the following schedule

USA:- May 1st, Saturday to May 8th, Saturday.

TORONTO:- May 10th, Monday to May 17th, Monday

CALGARY:- May 19th, Wednesday to May 26th Wednesday

Warehouse is located at Iddo market, full address will be communicated.

WHAT IS THE DROP-OFF TIME?

We are open daily throughout the drop-off week.

Monday-Friday:- 8am-6pm

Saturday :- 10am- 5pm

Sunday:- 10am-2pm

HOW LONG WILL IT TAKE TO ARRIVE USA/CANADA?

2 Months from the departure date, all factors have been thoroughly checked to ensure we give you a prompt delivery sea shipping experience, and faster than speculation if possible.

DO YOU INSPECT PACKAGES ?

Yes, we reserve the right to thoroughly search shipments of every single customer, items that we do not accept will be rejected, some items may require repackaging to avoid Spillage, breakage and defects. Inspections are done on first come first serve basis, please, don't wait to the last minute

DO YOU OFFER ANY PACKAGING SUPPLY ?

Yes, we will offer you **FREE** Bajaj carton(s), your entire items will go into the 48x40x30 size carton, 1 Carton of Bajaj estimated at 8kg. Breakable items will be labeled fragile, all items including sack bags, plastic kegs, plastic containers must go in the Bajaj.

SACKING BAG:- All items in a sack bag will be inspected, we implore you not to completely Knot them all, sacking artisans will be on ground to help you, this is a paid service, you will pay them directly. The total final weight of your shipments will be determined by the total weight of the entire packaging.

HOW WILL I MAKE PAYMENT?

Full Naira Freight payment will be done in Nigeria, while Clearance fee is acceptable only in Dollar on arrival in the USA/Canada or Naira Equivalent at AbokiFx rate based on arrival date. Please, do not pay cash to anyone, all payment must be done to the company's account details provided below.

NIGERIA

ZENITH BANK PLC

1016122908

ARAFAT CONCIERGE LTD

USA

BANK PAYMENT*

BANK OF AMERICA

CHECKINGS ACCOUNT

ARAFAT CONCIERGE LLC

ACCT NO:-291027516425

ROUTING NO:- 081904808

ZELLE EMAIL:-

arafatconcierge@gmail.com

ZELLE NUMBER:-

+13123588482

CAN I TRACK MY SHIPMENT ?

Yes, tracking number will be provided to you once you drop-off your package, however, shipment status will start to be updated once the vessel departs Lagos Shoreline.

WHERE ARE THE PORT OF DISCHARGE ON ARRIVAL AT THE DESTINATION COUNTRIES?

USA:- NEWYORK

CANADA:- Toronto/ONTARIO

Calgary/ALBERTA

Precise pickup address information will be communicated once container arrives

DO YOU OFFER DOORSTEP DELIVERY ANYWHERE WITHIN THE USA/CANADA SEA CARGO ?

Yes, doorstep delivery trucking service is available on request and we would provide you with a doorstep delivery quote.



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