

**PERSONAL HOUSEHOLD GOODS SHIPPER'S RESPONSIBILITY and ACKNOWLEDGMENT:**

*To ensure your shipping experience with Matson is pleasant and free from concern, we ask you to please read and acknowledge your responsibility as a shipper of personal household goods. Following these few points will assist in the timely arrival of your personal household goods.*

1. Safety while loading/unloading your personal household goods shipment is of the utmost importance. Truck drivers will position containers for loading/unloading as directed by the shipper/consignee provided it is safe and legal to do so and, at the drivers' discretion, there is sufficient space to maneuver the container in a safe manner. If the truck driver cannot position a container to the designated location, the shipper/customer may either choose an alternate location or hire a different trucking company, at their expense, to perform the delivery/pick-up.  
Charges for additional trucking, truck driver stand-by, and/or a dry run will be assessed to the responsible bill-to party.
2. The shipper must arrange to have a responsible party available to accept the container and direct the trucker to the delivery location at the time of delivery. Inspect the container when it is delivered and before loading your goods. If you notice holes or other damage, contact Matson and direct the trucker to return the container for a replacement. This will help prevent damage to goods during transit.
3. The shipper is responsible for all packing of cargoes, blocking & bracing and loading of the container. Household goods must be loaded tightly and braced from shifting lengthwise in the container. If you place a padlock on the loaded container and the padlock has to be removed during transit due to a need for inspection or because a rail road would not accept containers with padlocks, you will be charged for the removal of the padlock.
4. Matson does not provide any packing/loading materials. Containers will be delivered on wheeled chassis approximately 4-5 feet off of the ground. No loading ramp or interior tie downs in the container are provided.
5. The consignee is responsible for unloading of the container and disposition of all trash prior to returning the empty container to Matson.
6. Hazardous cargoes are restricted from ocean transportation. Please do not load any hazardous materials, such as gas cans, propane cylinders, welding gas, ammunition, etc., with your shipment of personal household goods.
7. The customer assumes full responsibility for any parking tickets and/or any impound charges incurred if the container is illegally parked. It is the responsibility of the customer to check with the local police department regarding the appropriate permits required by many municipalities for the loading/unloading of ocean containers on city streets and private residences.
8. Matson will make every effort to safeguard your personal household goods from damage while in our possession. Unfortunately, unforeseen circumstances can occur. Matson offers limited liability while your personal household goods are in our possession. If Matson is found responsible for damage to your personal household goods, our liability is limited to the amount of damage actually sustained to your specific household goods, not to exceed the market value of your personal household goods and, in no event, more than \$1,000 per package (i.e., van pack) or, if the number of packages is not disclosed to Matson, \$1,000 per customary freight unit (i.e., container). This liability limit may be increased up to the full value of your goods by declaring the value on your documentation and paying the appropriate ad valorem rate. Matson does not provide any form of insurance. Matson recommends verification with your private insurance carrier regarding personal marine insurance coverage for potential transportation damage and other related insurance protection. If damage is discovered during unloading, the customer should take photos of the damaged freight inside of the container before completing the unloading. Please contact Matson Customer Support at 888-562-8766 ASAP and ask to be transferred to the Claims Department for further instructions.
9. Matson requires payment in full of all charges before the release of an empty container for loading at the shipper's premises.
10. Matson can arrange for mainland trucking on the behalf of the shipper/consignee. Matson requires a minimum of 3 business days notice for any trucking dispatch. Although trucker will make every attempt to arrive at the scheduled appointment time, please allow 2 hours window for the trucker to arrive. Once the container is delivered for loading/unloading, it is the responsibility of the shipper/consignee to call Matson with the shipment and container number to arrange the pick up.
11. Matson does not allow any loading/unloading at any ocean port facility or inland rail ramp. All containers must be trucked to a safe/legal location by a trucking company possessing a valid container interchange agreement with Matson.
12. A personal automobile, motorcycle or boat may be included with your shipment of personal household goods at the applicable rate. Notification of the inclusion of a personal automobile, motorcycle or boat must be made to Matson at the time of booking. To ensure safety mandates are followed, please 1) load the automobile or boat nearest the rear doors of the container for easy access and/or inspection, 2) disconnect the battery, 3) drain the fuel tank to 17 oz or less, 4) secure all tires with 2"x4" wooden blocks on no less than three sides and 4) be sure to set the transmission in "park" mode with the parking brake fully engaged. For shipments from Hawaii, current title, current registration, and a letter from the lien holder authorizing shipment from Hawaii are required. If any of the registered vehicle owners are not listed on the booking, a notarized letter of authorization is required from them. Should you have any additional questions regarding the movement of an automobile, we ask you to visit our automobile web site: [www.matson.com/pov](http://www.matson.com/pov).
13. To avoid port storage or equipment detention charges, westbound containers sailing to Hawaii must be picked up from the Matson destination port and brought back empty, clean and free of debris within 10 calendar days once they are made available for pick up.
14. Matson is not licensed to provide trucking in Hawaii for shipments moving eastbound to the mainland. Please refer to your local Yellow Pages or the Internet for Hawaii trucking companies.
15. Matson can advance destination trucking charges for a Hawaii trucking company. However, it is the shipper's responsibility to contact the local trucking company of choice and arrange the delivery of the container.
16. Please ensure your trucking company has a valid interchange agreement with Matson.
17. To avoid storage or detention charges, eastbound containers sailing from Hawaii must be picked up from the Matson destination port or rail ramp when made available. We request all containers be returned empty to the port or rail depot within one week.

I understand my responsibilities as a shipper as set forth under the Bill of Lading terms and conditions, available on Matson's website, and as outlined above.

Signed: \_\_\_\_\_ Print name: \_\_\_\_\_ Date: \_\_\_\_\_ Booking number: \_\_\_\_\_

Please fax the signed form to Matson Customer Support at 888-263-0582