

Sending Parcels With



A Step by Step Guide

www.lontexcargo.com

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Step 1: Opening an account with us

You must have an account with us before you start sending cargo with us. To open an account with us, please email us the following details to info@lontexcargo.com

- Full name (according to passport/national ID)
- Mobile number
- Email address
- Full address

We will send you a onetime password to your mobile number to verify the account.

Step 2: Bringing/sending your parcel to us

5 ways of getting your parcel to us:

1. Dropping the parcel at your nearest Lontex Cargo branch

You can drop your parcel at any of our agents listed [here](#).

2. Posting it to us

You need to set up an account with us to use this service.

Email us at info@lontexcargo.com with your full names, home address, mobile number, and email address and we will set up an account for you.

Once registered, you can label your parcels as below and post it.

Your customer number and shipping method (Eg. CM12345 AIR or CM12345 SEA)
C/o Lontex Cargo
2A Thames Road
Barking
London IG11 0HZ

3. Getting online orders delivered to us

You need to set up an account for this service as well.

Simply email us at info@lontexcargo.com with your full names, home address, mobile number, and email address and we will set up an account for you.

Once registered, you can address your online purchases to our address in the format below:

Your customer number and shipping method (Eg. CM12345 AIR or CM12345 SEA)

C/o Lontex Cargo
2A Thames Road
Barking
London IG11 0HZ

Note: there is a £2 admin charge per delivery (Not per item) we receive on your behalf.

4. Parcel force Collection

We can arrange collection from any address in the UK at a charge of £25 per item/box weighing no more than 30kg.

A £25 deposit is required with the booking

To book a collection, click [here](#) or email us at info@lontexcargo.com or call us on 02088844060 and provide us with the following details (all personal information is handled securely and only used for the transaction for which it is intended):

- Your full names
- Full address
- Mobile Number
- Number of pieces to be collected
- Dimension(s) and weight(s) of the package(s)
- Contents of the package(s)
- Preferred date of collection

Once we have the above details and are in receipt of the £25 deposit, a collection would be arranged for the nominated date.

Currently, only collection window available is between 9.30 am and 5.30 pm Monday to Friday. Any missed collection would cost the customer £10

5. Collection using Lontex Cargo vans

We can arrange collection using our own vans or sub-contractors.

For a quotation, please click here <https://lontexcargo.com/collection-form/> or email to info@lontexcargo.com, or call us on 02088844060 and provide us with the following information:

- Your full names
- Full address
- Mobile Number
- Description of items to be collected
- Weight and volume of the items
- Number of pieces or pallets
- Full collection address:
 - Business address*
 - Opening hours
 - Availability of lifting equipment

- Parking restrictions
- Tolls, Congestion, and Ultra-low Emission Zone (ULEZ) charges

Residential address

- Ground or storied floor
- Lift availability
- Parking restriction
- Tolls, Congestion, and Ultra-low Emission Zone (ULEZ) charges

Step 3: SEA or AIR?

You might want to consider the following while deciding on whether to send the package by SEA or AIR.

Rates/Charges

Our shipping rates depend on the

- Items being shipped
- Destination
- Gross weight – Inclusive of packaging and/or pallet
- Value – Especially for cleared cargo
- Nature of item – Hazardous vs Non-Hazardous
- Cleared through customs or customer own clearing
- Mode of shipment: Air or Sea

AIR Freight:

- Uncleared cargo shipped worldwide
- Customs cleared – Only to Uganda. Rates depend on all factors above, However, for most personal effects the rates start from **£5.49/kg**

SEA Freight

- Full container loads shipped worldwide
- Vehicles sent worldwide
- Consolidated shipments to Uganda: Rates depend on all factors above, but for the bulk of personal effects the rates start from **£2.99 /kg** shipped and cleared

- ❖ The minimum charge is £20. However, some small packages we may charge £10. Also, if we receive a delivery on behalf of you we charge £2 per delivery (NOT per item).

Lead time

AIR cargo can take between 7 to 14 days from the date of dispatch from our warehouse.
SEA cargo can take between 10 to 15 weeks from the date of dispatch.

Step 4: Invoicing, Tracking and Notifications

Invoicing

If you bring your parcel to one of our branches, we would usually invoice you straight away.

If you post it or arrange a collection, we would invoice you once your parcel is with us.

You will receive the invoice via email once the parcel is ready to be dispatched.

Tracking

You can track the journey of your parcel from the moment an invoice has been raised [here](#).

Email Notifications

You will also receive Email notifications from us at every step of the journey of your parcel. Therefore, it is important that you provide us with your email address. We would also send email notification to the recipient if you provide us with an email address for them.

Notifications by text messages

The sender and the recipient both will receive a text message once the parcel is ready to collect.

Step 5: Making Payments

50% payment required before despatch and the balance can be paid before arrival of the cargo.

You can pay for your invoice using any one of the following payment options:

Payment Methods:

1. Cash payments are accepted at all our branches, EXCEPT at the following branches:

- Deptford
- Hounslow
- Mitcham

2. Card payments are accepted at the following branches:

- Head Office in Barking
- Deptford
- Hounslow
- Mitcham
- Tottenham
- West Green Road
- Upton Lane

3. Online Bank transfer: You can also make an online Bank transfer to our UK Bank account given below:

Bank name :HSBC
Account name :LONTEX EXPORTS LTD
Sort code :40-09-10
Account no: 91525999

****Please do not** deposit cash into our bank account

****Make sure** you use the "Tracking Code" printed at the top of your invoice as the payment reference to enable us allocate your payment

Payments also accepted upon collection.

Step 6: Collecting your Parcel

Once a parcel is ready for collection, both the sender and the receiver will receive text and email notifications.

The receiver will be required to check and confirm the safe receipt of the cargo.

Please note:

- **Once the cargo leaves our correspondent agent's premises, we would not accept any claim of damage or shortage**
- **Cargo not collected 7 working days from arrival at the collection point would incur storage charges**
- **Any complaints should be emailed to info@lontexcargo.com**