



## Essential Information for Shipping to Israel



[WWW.KEFINTL.COM](http://WWW.KEFINTL.COM)

## ALIYAH SHIPPING GUIDE

### INTRODUCTION

This guide is designed to help you make the best choices regarding your shipment of household goods to Israel. Educate yourself in advance of your move--use this guide, the Kef International website ([www.kefintl.com](http://www.kefintl.com)), Nefesh B'Nefesh, get advice from people who have already shipped, and be sure to call KEF for a free consultation with our expert shipping advisors. You can reach us at [info@kefintl.com](mailto:info@kefintl.com), call at 1-866-425-5224, or whatsapp at 972544467527.



The Dead Sea

## New Immigrant (Oleh) RIGHTS

New Immigrants have rights to three tax-free shipments from any country within three years of their Aliyah. They are exempt from customs, sales, and value-added taxes for import of household goods, though they still pay port fees, port taxes, and VAT of 17% on services in Israel such as customs clearing and delivery. Some items are taxable, such as tiles, more than one of any appliance, some exercise equipment, and outdoor furniture. Most everything else--clothing, furniture, books, linens, toys, kitchen items, media, personal effects, one of each appliance, 3 computers, and 3 TV's-- are exempt from customs taxes.

Goods imported tax-free must remain in your possession for 6 years from the date of import. Gas grills can be imported, though they must be new, and only one per family.

## IMPORTING A CAR

An Oleh Chadash has the right to buy or import one car or motorcycle with reduced taxes within three years of making Aliyah. Unlike household goods which are tax-free, vehicles have reduced tax, 76% instead of 125%. It is especially worthwhile to bring a used car, since you pay taxes on the depreciated value. Additionally there are many cars or versions that are not available in Israel. A tax-reduced vehicle must remain in your possession for four years. Confirm with your shipper that your car has the features required for import.

## VOLUME ESTIMATE

The first stage in getting a shipping quote is an onsite volume estimate/survey, whenever possible. This is free of charge and without commitment. The survey is best done 3-5 months before you move. Best to make priority lists before the surveyor comes—1st priority, 2nd priority, and Do Not Ship. Feel free to request quotes for different volumes. You will receive a survey report with estimated volumes of each item or group and a total. Often, if estimated volume is under 600 cubic feet, you will be quoted a shared container shipment (i.e. LCL or lift). For larger volumes, you will be quoted for an exclusive container: 20' for 600-1000 cft, 40' for 1100-2000 cft, and 40' high for 2000-2200 cft.

### Volume and Weight

Medium box, 3.5 cubic feet, 23 lbs.

3 seat couch, 80 cft, 520 lbs.

1-2 bedroom apartment, 1,000 cft, 20' container, 6,500 lbs.

4-5 bedroom home, 2000 cft, 40' container, 13,000 lbs.

## TYPES OF SHIPMENTS

- 1) LCL, less than container load, shares a 40' container with other shipments.
- 2) FCL, full container load, is an exclusive container, 20' or 40' long'

### Shared Container Shipments (LCL)

Shared containers are for smaller shipments. Kef normally packs all of your goods, though you can choose to pack non-breakables. Kef then brings the packed goods back to the warehouse, where they are loaded and sealed onto wood pallets or into wood crates. This separates and protects your goods and makes them easier to move. It adds 10%-25% to the size of your shipment. Your costs are based on gross or bruto volume, the final measurements, after crating or palletizing, before loading into the container.



Rates per cubic foot for a shared container load are higher than for an exclusive container. Your quote will provide a rate for volume above the estimated or minimum volume. Some companies load shared containers “loose”—not on pallets or in crates. Though loading “loose” will make your shipment smaller and, therefore, less expensive, risk of loss or damage increases significantly. Cheap solutions are expensive, so be sure you choose a reliable shipper.

The timing of LCL shared container shipments, especially small ones, is very different than for exclusive containers. They take longer and are less predictable. Though LCL’s take just a day to pack and pickup, there are likely delays down the line. At origin, they wait for sufficient cargo to fill a large container, and in Israel, it takes time to unload the container at the port and to fill the delivery truck.

## **Exclusive Container Shipments (FCL)**

Unless there is difficult access or you need storage at origin, exclusive containers are “live-loaded” at residence. In some places, especially where truck parking and access are difficult, standard procedure is to pick up your goods in a truck and load them into the container at the warehouse.

For a 20’ container, packing and loading take just one day. If you might want to send more than will fit, don’t wait until the last day to switch to a larger container. If it’s too late, you will have to leave things behind or send a second shipment. Label goods by priority, 1st, 2nd, and do-not-ship, so important items are loaded first, and things that don’t fit are less important. Just as it is impossible to

guarantee timing, it is also not possible to guarantee what will fit into a container.

If your estimated volume is near the capacity of a 20' container, and you may want to add more items, consider moving to a 40' container. The container is not the most expensive part of the shipping package, and you will be charged according to the volume (or weight) that is packed and loaded. Similarly, if your volume estimate is over 500 cubic feet and you may want to add more items, consider sending a 20' container. Exclusive containers are safest. They involve the least handling of your goods and the least opportunity for damage or loss. They are locked at origin and opened only at destination.

## STORAGE

Decide in advance, and let us know, if you need storage--there are storage options on both sides of the ocean. Partial containers are easier and cheaper to store, both before loading into the container at origin or after unloading from the shared container in the port in Israel. They have 1 or more weeks at origin and 28 days of free storage at the port in Israel and reasonable rates after that. Exclusive containers have only 2-4 days free storage at the destination port.

Because of the high costs of leaving a container at port, plan to arrive in Israel at least a few days before the container is scheduled to arrive, in order to prepare and submit your documents for customs clearing.

## MARINE INSURANCE    All Risk: Lump Sum (LS) or Valued Inventory (VI)

Choose between making a valued inventory or insuring lump sum, listing only items or sets above \$3,000 and self-packed boxes, "PBO's" up to \$300. You pay a percentage of replacement value in Israel and choose a deductible, from zero to \$1,000. All-risk coverage with a \$500 deductible costs between 1.88% (LS) and 2.5% (VI). For example, LS for \$30,000, costs \$564, and your goods are insured for \$12/lb. A deductible is for the entire shipment, not per item. To insure PBO's for damage, have packers inspect and seal them. Make sure your shipper uses a reliable marine insurance provider who will not give you problems in the event of a claim. Kef has worked with the best for over 41 years.

## WHAT TO SHIP?

Consider the cost and quality of your goods, the amount of space in your home in Israel, and the type of shipment you are sending. Shipping is not inexpensive, so don't ship junk--send things you value.

Costs are determined by size, so large items not of great quality are better left behind. High-end US ovens, ranges, washers, dryers, and refrigerators are worth bringing if you like their size, look, and features and they will fit in your new home. You can bring 3 TV's and 3 Computers, worth bringing if you already own them. It is NOT worth buying 220 volt small, gas, or European appliances. Best to buy them in Israel.



## SHIPPING QUOTES

All shippers use 3rd party shipping agents. This is important to understand. Israeli companies agents at origin (i.e. North America) for packing, trucking, export customs clearing, and shipping. North American company use agents in Israel for customs clearing and delivery. A contract with an Israel-based company can help avoid surprise charges and dealing with unfamiliar Israeli agents who have limited experience dealing with Olim. Kef is happy to help you compare “apples with apples” between competing quotes.



Netanya

Since companies use different terminology in their quotes, you should focus on the bottom line--how much you will pay for services provided. Study the “not included” section carefully to see what services are excluded and verify that port fees, port taxes, and terminal handling charges are included. Review your quotes and ask questions if unclear.

Beware of surprisingly low quotes—they may have hidden charges or offer sub-par service. If you have any questions, please feel free to contact us.

## TIMING

Timing of international shipments is never certain. Exclusive container shipments are faster and more predictable than shared container shipments. Shipping an exclusive container (FCL) takes at least 4 weeks door to door (more from the West Coast). Partial containers take longer, 7-11 weeks, and have less certain timing.

## PACKING

Most packing takes place at your home and most quotes include all packing and packing materials. Some offer partial packing, where you are responsible to pack non-breakables such as clothing, books, toys, and linens. Fragile or expensive items may require custom crating at additional cost, to assure safe passage and allow proper insurance coverage. Packing and pickup for a 20' container takes 1 day, and larger or more complicated shipments take 2-3 days.

Goods you pack yourself are listed as PBO (packed by owner) on the packing list and cannot be insured for damage unless they are inspected and sealed by professional packers; make sure breakables and furniture are professionally packed.

## CUSTOMS CLEARING IN ISRAEL

Olim receive a teudat zehut and teudat oleh from Nefesh B’Nefesh. You will need to provide us with scans of documents, including passports, your new Israeli documents, and signed customs forms. Kef provides you with clear instructions at each stage of the move so you can have peace of mind throughout the moving process.

## DELIVERY IN ISRAEL

Once cleared through customs, KEF arranges delivery to your residence. Exclusive containers take a few days for that process—partial containers take longer. Standard delivery includes placing goods where you want them, unwrapping furniture, assembling simple used furniture that was disassembled at origin, and discarding debris. Your quote is based on normal access, up to two floors without an elevator and parking within 25 yards of the house entrance. It is best to have 2 or more people at delivery, one to mark the list for items being delivered and one to show where to put them.

## EXTRA COSTS

Difficult access, cranes, and storage can incur extra charges. Customs and security inspections, strikes, extreme weather and wars are much less common.

## DECIDE ON A SHIPPER

Aliyah can be a stressful time. A reliable and responsible shipper will make your transition that much easier. Reliable communications, integrity, and a commitment to service are central to a good shipping experience. With expert advice and service throughout your move, Kef allows you peace of mind from door to door.

We look forward to being of service!





**KEF INTERNATIONAL** (established in 1979) is the oldest of the relocation companies in Israel focused on Aliyah. Kef is based in Jerusalem with toll-free access from the USA, Canada, and the UK. Staffed and managed by olim from the United States, Kef knows the Aliyah process intimately. Our expertise and experience allow us to provide the highest standard of service on international moves.

More than 6000 customers have used KEF for their international moves. Whether you are moving to or from Israel or anywhere in the world, count on Kef for thorough information, expert advice, and the highest level of control throughout your relocation. With easy access and quick response time, KEF is with you all the way.

### **Our Services Include:**

- Free onsite volume estimate of household goods
- Pre-move consulting
- Packing and containerization of household and newly-purchased goods,
- Receiving deliveries of new items at our origin warehouse
- Secure storage in Israel and abroad
- Shipping by air or sea
- Marine insurance
- Customs clearing
- Home delivery
- Help in expediting insurance claims.

**Expertise, Control and Responsibility.** For 41 years, Kef international has maintained secure relationships with top performers on packing, shipping, marine insurance, customs clearing, delivery, installation and service contracts.

**Full Disclosure.** Kef provides a comprehensive contract in plain English, detailing likely and possible fees--clear and complete, no ambushes or ambiguities.

**Household Goods.** Kef arranges onsite estimates, expert packing and pickup of your household goods anywhere in the world.

**Marine Insurance.** Kef offers the best marine insurance coverage available, maximizing your security and expediting claims. We offer a variety of deductibles, and our policies are extensible in commercial or port storage.

**Customs Clearing.** Kef makes clearing as easy as possible. No need to go to the port--let our top-notch customs clearers get the best results for you!

**Home Delivery.** Our truckers are not only expert movers, they are polite, understanding and cooperative, as well. Kef informs you in advance about everything from special conditions that add costs to appropriate tipping.

**Storage.** Kef arranges secure short and long-term storage and insurance. We offer partial delivery and partial storage, at the port and in private warehouses.

**Appliances, Furniture, and Household Goods.** 44 years of experience allows us to provide accurate information about which products are worth importing, which can be serviced and the mechanics of getting them into your home.

**No Pressure, easy communication, transparency and service.**

**Low Costs.** Kef gives competitive prices and the highest level of service for packing, shipping, insurance, destination services and appliances.

**Consideration and Integrity.** We speak your language and know the kind of service you expect.

**Hassle-Free.** Give yourself the service you deserve. Allow Kef professionals to handle all the details for you at fair and competitive prices.

**SERVICE IS OUR PASSION.**

**: CONTACT US**

USA/Canada (TOLL FREE):

1-866-425-5224

Israel: 02-673-5043

shipping@kefintl.com

WWW.KEFINTL.COM

## TESTIMONIALS

Positive: Professionalism, Responsiveness. Kef was great to work with and easy. They were responsive to all of our questions and understanding of our needs. When the movers arrived to our new place they were really nice guys and flexible. They helped troubleshoot when we had a large book shelf that wouldn't fit in the elevator and went above and beyond, taking it apart and putting it back together. I would definitely use Kef again in the future.

*Sari Kohen  
Newyork to Tel Aviv May  
2022*

Our experience with Kef right from the beginning was great. The estimate was practically the final cost. The contact people were great to work with. Emails with wipes were quickly answered. Our shipment was delayed for many months due to the cargo ship delays related to the pandemic - no fault of Kef. Throughout the months of waiting we were updated & informed of progress. Yesterday our shipment arrived, almost at the exact hour we were told last week. The driver called us from the road twice to update us. The movers were polite, professional & efficient- they worked very quickly. We highly recommend Kef fir shipping needs!

*Melinda Mishkin Kieffer  
Florida to Jerusalem  
May 2022*



This was my first international move with Kef. We moved from Germany to Israel. The partner they had in Dusseldorf was top notch and everything was handled professionally at the sending end. When my items were delivered, the crew was polite, efficient and respectful of property and space. Dealing with the administrative preparations was made much less stressful due to the good communication and patience with answering the many questions we had. The introductory seminar they offer periodically, was very helpful. I would use them again and refer others to use them without hesitation.

*Charles Feinstein  
Germany to Herzilea  
May 2022*

Kef are absolutely excellent! We've used Kef three times for international moves and each time they have been a pleasure to work with. They are highly professional and responsive. Their crew are always efficient, have initiative, and go above and beyond to help us. Kef also makes all the bureaucracy a breeze to deal with.

*Margot Eiran  
California to Israel  
April 2022*

Positive: Professionalism, Quality, Responsiveness, Value. Moving is one of the major life stressors and moving overseas is filled with horror stories about any multitude of complications. Want to know how to avoid all these concerns? Simple, use Kef International as your shipper.

From first contact to estimate to packing to storage (at our request) to shopping to clearing customs to delivery (to two locations and needing a crane to access one location) they have exceeded very high expectations. On both ends of the process their connections provided two of the best groups of moving professionals we have experience in our previous 7 moves. From the shipping and customs services piece I'm happy to tell you that I can't comment because it just happened flawlessly and we didn't need to know or do anything. If you want to check my reviews you can see that I'm not afraid to comment negatively if that needs to be said. Here it really is difficult to be positive enough to make sure you know that if you don't at least consider using Kef International you are making a serious error.

*Stephen Suffin  
Florida to Netanya March  
2022*

We had an excellent experience with Kef from even before we signed our contract with them. They were extremely communicative, professional and pleasant to work with. They were upfront about costs and any questions I had. Also, the movers on both sides did an excellent job. Absolutely recommend them!

*Leslie R.  
New Jersey to Jerusalem  
January 2022*

Positive: Professionalism, Responsiveness, Value. Definitely 5 stars. --very informative web site --prompt answers to email questions --kept us informed of progress of shipment once it had arrived in port --all necessary forms provided via email and could be returned via email --delivery crew arrived on time and were pleasant, professional, and efficient --all items arrived very well packed and nothing was damaged or broken --since our shipment was a little different from the usual aliyah-type lift, they were very helpful and knowledgeable regarding providing specific information for our situation as well as flexible about accommodating us.

*Tamar Pierce*  
*Tennessee to Modiin Illit*  
*November 2021*

KEF handled everything promptly and competently, and kept us fully advised of what was happening and what had to be done. The packing and delivery crews they used were excellent, worked well, efficiently, and courteously. We had complete confidence in KEF's services and they are highly recommended.

*J Greenstein*  
*Maryland to Jerusalem*  
*October 2021*

KEF International lived up to its excellent reputation. Most important, they selected moving teams in the US and Israel that were professional, responsive to our needs, and courteous. KEF kept us apprised of our status at a every stage of the process. Highly recommended!

*Am Friedland  
Connecticut to Jerusalem  
September 2021*

We were very satisfied with the whole experience with Kef International. The assessment of the size of our shipment was spot on. They were up front about all of the additional possible fees and always very communicative when there were issues, delays and exceptions. Both the moving company who packed up our container and the company who delivered our shipment were very professional, and a pleasure to work with. And our lift arrived right at the time Kef had originally predicted.

*Ru Feigenbaum  
New York to Bet Shemesh  
September 2021*

Would highly recommend Kef International for shipping to Israel. From start to finish, Kef organized a seamless move. The team was highly responsive every step of the way, and all my belongings arrived in one piece!

*Ma Ronay  
Florida to Jerusalem  
August 2021*

We were very satisfied from initial team packing belongings in the us to the delivery in israel.

*Lo Nissenbaum  
Brooklyn to Zichron Yaakov  
August 2021*

Both the packing and delivery teams were courteous, efficient, and responsive to our requests.

*Sh Slasky  
New Jersey to Raanana  
August 2021*

The Kef service was, attentive, friendly, and professional.

*Carole Wright  
Dallas to Tiberius  
June 2021*

Positive: Professionalism, Quality, Responsiveness, Value. I had a great experience moving with kef and everyone involved in this process. I moved from Vienna, the local company in Austria (Sobolak) was also great. They were readily available to answer my questions patiently at all times, helpful to find a flexible solution for my wishes, 10/10 would recommend to family and friends.

*Dr. Hannah  
Vienna to Tel Aviv  
August 2021*

I have used Kef twice. Once to send things to my daughter and once when we moved. They are very professional. Their communication with us was timely and informative. Highly recommended!

*Bill Lerman  
St. Paul to Jerusalem  
March 2021*



**GET YOUR FREE ESTIMATE TODAY!**

**CONTACT US:**

USA: 1-866-425-5224 (TOLL FREE)

Canada: 1-866-425-5224 (TOLL FREE)

England: 0 203 129 6901

Israel: 02-673-5043

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