



Direct Import Customer Guide

Overview

This guide offers concise instructions for a seamless direct import experience with Pacific Home & Garden (PHG), covering order requirements, packing, shipping, customs compliance, fees, and a website purchasing walkthrough.

Order Requirements

Direct order sizes and minimum. Direct ordering is limited to **one** collection per order. Ex: Lebeau OR Chelsea OR Tuscan. No mixing between collections due to factory production and differing locations.

Small/Medium Items (≤ 24 " diameter or ≤ 30 " height):

- 2 colors: 12/16 sets per pallet.
- 3 colors: 20/24 sets per pallet.

Large Items:

- 4 sets per color/style.

Extra-Large Items:

- 2 sets per color/style.

Total Weight & CBM

- Half: 20' container 12,000 kgs, 32 CBM
- Full: 40' container 18,000 kgs, 58 CBM

See attached walkthrough for online ordering, weight & CMB placement

Packing & Unloading

Standard Packing:

- Strap wrap, cardboard, and polyethylene for protection.
- Large jars may be wooden-crated.
- Loose items require manual unloading.

Unloading Safety:

- Containers >50,000 lbs need sturdy support (concrete pads or steel boards).
- Equipment required: Forklift, pallet jack, bolt cutter.

Refer to the [Safety Instructions](#) for additional details



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Shipping Terms

- FOB Shipping Points: Origin Production Country
 - Port based on country of origin.
- Responsibilities:
 - Customers bear all costs from the factory to the destination.
 - Use your freight forwarder or PHG's service for separate billing.

Refer to the [FOB Terms and Conditions](#) for further details.

Customs Compliance & Extra Charges

- Potential Fees:
 - Demurrage: For delays moving containers from terminals.
 - Pre-Pull Charges: To avoid weekend delays.
 - Storage Fees: For pre-pulled containers.
 - Detention/Per-Diem: For delayed container returns.
- Customs Inspections:
 - Includes X-ray, document review, unloading inspections, or contraband checks.
 - Additional transportation fees may apply for inspections.

Refer to the [Extra Charges Guide](#) and [CBP Notes](#) for compliance tips.

Payments & Claims

Payment Terms:

- 30% deposit upon order confirmation.
- 70% balance after receiving the Bill of Lading.

Claims:

- 3% breakage allowance included in quotes.
- File claims within 14 days of receipt with itemized lists and photos.
 - Report immediately any substantial damages or visual impurities.

Contact Information

For assistance please contact your local representative, reach out at info@pacifichomeandgarden.com. You can also connect with us at pacifichomeandgarden.com or at our local offices:

California: 209-636-4043

Georgia: 678-518-8471



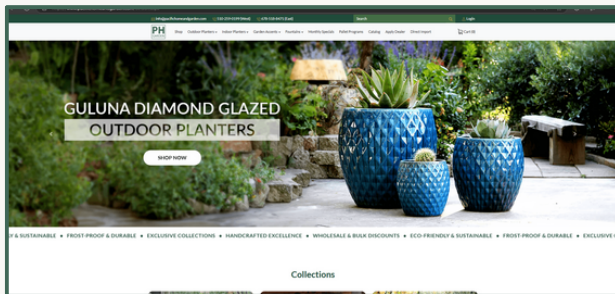
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Online Ordering Example

Below is a direct container ordering example with the Pacific Home & Garden website. To maximize savings, we suggest 40-ft container ordering, as this offers significantly better value compared to a 20-ft container, which is typically only \$1,500-\$2,000 less expensive than a 40ft.

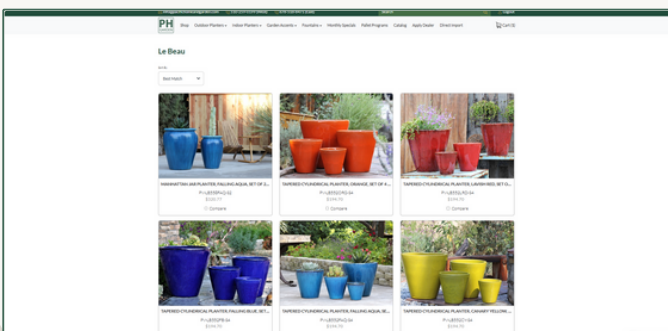
Log In

Log In to Pacific Home & Garden. You must already have an import account to order direct with us. If you do not have an import account, select 'New Customer Application' or call us and we will create an account for you and set up discount FOB pricing.



Select Your Category

Choose which collection you would like to create a direct container order for. You can only choose one category per direct container order based on factory order and location. The photo below is showing the LeBeau collection.



Add Items to Cart and Adjust Bulk Quantity

Select the items you would like to add to the container, adjusting the quantities for bulk buying. Ensure to adjust the quantities to meet the sizing order and weight requirements.



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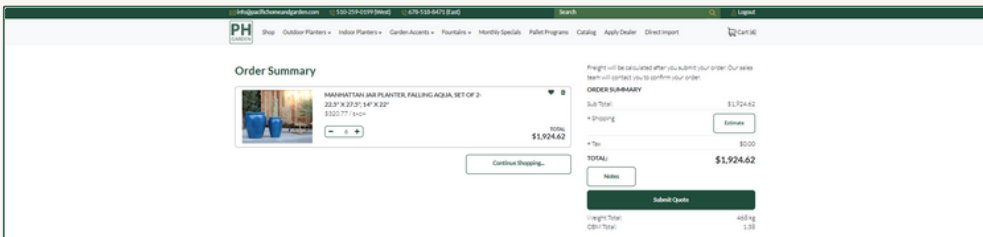
Online Ordering Example



Adjusted default '1' quantity to '6' for container quantity.

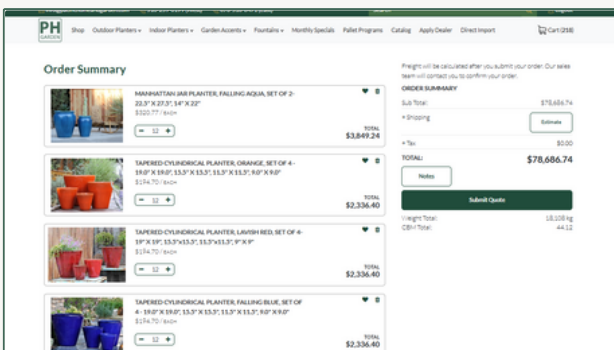
View Items in Cart, Weight Total & CBM Total

View cart total, weight total, and CBM total, and continue to add items until weight is 12,000kg and 32CBM for a 20 ft container OR for a 40ft container, your weight is 18,000 kg and 58CBM.



Submit Quote

Once all your items are added to your cart meeting the sizing order requirements click 'SUBMIT QUOTE'



We will process your quote and reach out within 1-3 business days.