



VOLVO HOME
SHIPMENT PROGRAM

www.volvocars.com
Valid from January 2012

NOTICE OF LIABILITY

The Volvo Car Corporation and E.H. Harms USA Inc. do not accept responsibility for delays in shipment, caused by but not limited to: shipping company's cancellation of sailing, act of war, bad weather, strikes, walkouts, local holidays, inland transportation, opening hours at the port or pier office, EPA testing or customs clearance. Only Volvo cars purchased under Volvo Car International Customer Sales (formerly Volvo Tourist & Diplomat Sales) or Volvo Cars of North America (Overseas Delivery) conditions are entitled to be shipped under this program. All transfer charges and terms are subject to change without prior notification.



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RESPONSIBILITY FOR SHIPMENTS:

From Scandinavia: Volvo Car Corporation, Volvo Car International Customer Sales, S-405 31 Göteborg, Sweden
From all other locations: E.H. Harms USA Inc., 2809 Boston St, Suite 1-A, Baltimore, MD 21212, USA

Volvo Car Corporation
555-1006.13

WELCOME TO THE VOLVO HOME SHIPMENT PROGRAM

For U.S.- and Canadian-specified cars Volvo provides free home shipment (except for applicable transfer charges in Europe, duty and taxes) from Europe and convenient delivery to your retailer in North America. Please read this brochure carefully before handing over your Volvo for shipment.

Volvo offers a host of enviable savings and benefits for people staying in Europe and who plan to return or move to North America. When the time comes to leave for the USA or Canada our Volvo Home Shipment Program saves time, money and trouble. It's quick, it's easy and you won't have to worry about the trouble and expense involved in shipping your car from Europe. Simply drive to any of our Home Shipment locations throughout Europe and we'll ship your Volvo to your retailer in North America where you purchased the car (applicable to Overseas Delivery customers), or to your retailer of choice from a selection of appointed Courtesy Delivery retailers (applicable to other customers) in North America. From Göteborg in Sweden, the home of Volvo, the service is free (except for applicable duty and taxes).



WHAT'S INCLUDED?

To make your car shipment as convenient as possible, a network of authorized Home Shipment Agents are at your disposal. For non U.S. Tourists the program is valid for 5 years and applies only when you use one of the agents listed on pages 6-7 of this booklet.

Please note: For Tourists the program is only valid for 2 or 6 months, depending on where you drop the car off. In accordance with European customs regulations valid as from July 01, 2009 all Tourist cars must be exported from Europe (EU) to North America within 6 months from delivery, provided the exportation is done from Sweden (includes our drop off locations Gothenburg (SE), Stockholm (SE), Drammen (NO) and Copenhagen (DK)).

When using our other drop off locations (outside Scandinavia) the export declaration must be done when you take delivery of the car, which limits your use of the car in Europe to **2 months**.

If you fail to drop your car off for home shipment to North America within the 2/6 months time frame, as stipulated in the order contract you have signed, Volvo Cars will be required to disclose your personal information (including your Social Security Number) to the Swedish tax authorities. You will also be responsible for payment of Swedish VAT and any other applicable costs and taxes, in addition to possible penalties in Europe. The VAT is 25% of the car purchase price.

ALL THESE SERVICES ARE INCLUDED, MOST OF THEM FREE OF CHARGE:

IN EUROPE:

- Transport to port (charge according to pages 6-7).
- European port handling.
- Marine insurance (please read more on page 8).
- Ocean freight.

IN NORTH AMERICA:

- Documentation fees.
- Release from the shipping company.
- Release from the U.S./Canadian Dept. of Agriculture (please read more on page 5, item 5).
- Customs clearance.
- Wharfage and terminal handling fee.
- Port clearance service in the USA.
- Transport overland to your retailer.
- Marine insurance surveys.
- Customer Preparation Service (CPS).

WILL THERE BE ANY CHARGES?

Shipping of your Volvo to the U.S. and Canada is provided at no extra charge for up to 5 years from the delivery date – with the exception of a modest transfer charge if you choose other locations than Göteborg. After 5 years from the confirmed delivery date, arrangements must be made by the customer.

WHAT ABOUT DUTY AND TAXES?

Tax rules vary and are often revised or changed. If applicable the following will be charged to your account:

- Customs/import duty (please read more on page 10-11).
- State/Provincial sales tax.
- GST (Canada only).
- Registration/plate fee (in some states).

'TO DO' LIST

Taking advantage of the Volvo Home Shipment Program is easy. A few legal and other formalities have to be observed, however.

HERE'S YOUR DEPARTURE CHECKLIST:

1. You will receive a Volvo Home Shipment voucher with your new Volvo. Keep this valuable document, which proves that you are entitled to the home shipment service.
2. You will also receive a customer registration coupon. Send this, after your arrival in the U.S. or Canada, to Volvo Cars of North America in order to register your car in the service and warranty system. (Not needed for cars purchased from a U.S. Volvo retailer.)
3. If any transport, duty or tax charges apply, payments must be done in the local currency, unless nothing else is stated. The preferable paying method varies between the involved agents. Details for each agent can be found on pages 6 and 7.

4. For cars shipped to the U.S. a special catalytic converter document is required by the EPA (Environmental Protection Agency). You will be given this form to fill in when you hand your car over at the authorized Home Shipment Agent.
5. Be sure the car is cleaned before handing it over, because the condition of the car will be inspected prior to transport. Please note! Should the car be dirty the shipping company may refuse to load the car, or the EPA will steam clean your car **at your own expense**.
6. Always sign the condition report before you leave the agent's office. Please read more about Marine Insurance conditions on page 8.
7. When handing over your car for shipment you will need to present the following documents/information:

- The Volvo Home Shipment voucher.
- For U.S./Canadian citizens: Proof of your social security number (copy of the SSN card). For other citizens or if SSN is not applicable: Passport No, Passport issuing country and Date of Birth.

- U.S./Canadian address.
- Phone number and e-mail **where you can be reached**.
- Copy of your valid registration and automobile insurance.
- A copy of the Order Confirmation and/or Bill of Sale.

- A copy of your Manufacturer's Statement of Origin.
- Copy of your photo ID.
- Power of Attorney:
all U.S. ports: Customs Power of Attorney, forms # 2080
Halifax, Canada: General Agency Agreement.

In addition, members of the Armed Forces must present a copy of their movement order (PCS), to avoid paying import duty in the USA (please read more on page 10).

8. When collecting your Volvo after arrival in North America you also need a set of documents. Please see page 9 for details

HANDING OVER AND SHIPPING YOUR CAR

This is where you can hand over your car for safe shipment from Europe to North America. If you choose Göteborg there are no extra charges. For other locations a transfer charge is applied (shown in brackets)*.

Very important: You must call or send an e-mail 4-5 days in advance to confirm your use of the shipping service and to make necessary arrangements prior to handing over your car.

Please also check for national holidays. The transfer time from the Home Shipment Agent to the port of departure is 4 to 14 days, depending on the distance and the carrier. Your car will then be shipped on the first available vessel to your destination in North America.

For current address- and price information, please visit the web at vcic.volvocars.com. Choose your customer category and then 'Category Sales', where you can read more about the 'Volvo Home Shipment Program'. If you are a U.S. Tourist, please visit volvocars.us/mybagsarepacked and read more about 'Bringing Home Your Volvo'.

* Address and price information were correct at the time of publication, but are subject to change without notice.

ADDRESS/CONTACT INFORMATION VALID AS FROM JANUARY 2012.

AMSTERDAM, THE NETHERLANDS
(€253 / XC60 & XC90 €315)
United Stevedores Amsterdam (USA)
Ruijgoordweg 80, 1047 HM Amsterdam
Havennummer 7989
Phone: +31 20 611 66 88
Fax: +31 20 201 18 82
E-mail: usa.desk@usamsterdam.com
Open: Mon-Fri 7-11.45 am, 12.30-3.30 pm.
Payments: Cash in € only.

AVIANO, ITALY
(€800 / XC60 & XC90 €900)
Capitol Motors AG
Via Pordenone 40, 33081 Aviano (PN)
Phone: +39 0434 661 401
Fax: +39 0434 661 403

E-mail: aviano@capitolmotors.com
Open: Mon-Fri 10 am-6 pm
Payments: Cash in €. Bank wires. Cashier checks (N.b. The bank needs one week to arrange Cashier checks).

BREMERHAVEN, GERMANY
(€31)
BLG Car Shipping GmbH & Co. KG
Grauwalling 2
27580 Bremerhaven
Phone: +49 471 48 29 5 671/-676
Fax: +49 471 48 29 5 688
E-mail: k.ehler@blg.de, r.plettenberg@blg.de
Open: Mon-Fri 9 am-4 pm
Payments: Cash in € only.
Bank Transfer in € in advance.

BRUSSELS, BELGIUM
(€165 / XC60 & XC90 €195)
AC Brussels N.V.
Leuvensesteenweg 327

1932 Zaventem
Phone: +32 2 712 60 25
Fax: +32 2 725 11 35
E-mail: homeship@acbrussels.be
Open: Mon-Fri 8.30-12 am, 1-4 pm
Payments: Cash in €.
All major credit cards.

COPENHAGEN, DENMARK
(€360)
Bilia Personvogne A/S
Naerum Hovedgade 1
2850 Naerum
Phone: +45 72 59 1866 (dir.)
Fax: +45 45 566321

Mobile phone: +45 2142 6403
E-mail: ks@bilia.dk
Open: Mon-Fri 9 am-5 pm
Payments: Cash in € or US\$.
All major credit cards (except Amex).

DRAMMEN, NORWAY
(€167)
Auto Transport Service AS
Tammersvingen 3
Lierterminalen
3400 Lier (Drammen)
Phone: +47 32 24 25 50
Fax: +47 32 24 25 60
E-mail: tom@autotransport.no, anne@autotransport.no
Open: Mon-Fri 8 am-4 pm
Payments: All major credit cards

FRANKFURT, GERMANY
(€223 / XC60 & XC90 €259)
BLG Auto Transport GmbH & Co. KG
An den Sportplaetzen 8-10
64546 Walldorf (Mörfelden)
Phone: +49 6105 45 861/62
Fax: +49 6105 44 184
E-mail: a.nelke@blg.de, s.tan-jahnke@blg.de
Open: Mon-Fri 8.30 am-4 pm
Payments: Cash in €.

GENEVA, SWITZERLAND
(€812 / XC60 & XC90 €855)
Ritschard S.A.
Entry no. 1, office E173
Case postale 1061
Aerogare Fret, BP 1061
1211 Geneve-Aéroport
Phone: +41 22 798 77 00
Fax: +41 22 798 67 78
E-mail: zenhausern@ritschard.ch
Open: Mon-Thu 8.30-11.30 am, 1.30-4 pm. Fri 8.30-12 am.
Payments: Cash in €.

GÖTEBORG, SWEDEN
(No charge)
Volvo Car International Customer Sales (VCIC)
Factory Delivery Center
No. 1, Customer Avenue,
405 31 Göteborg
Phone: +46 31 59 28 65
Fax: +46 31 53 55 35
E-mail: fdc@volvocars.com
Open: Mon-Fri 8 am-4 pm
Payments: All major credit cards.
Does not accept cash.

HAMBURG, GERMANY
(€115 / XC60 & XC90 €142)
BLG AutoTerminal Hamburg
GmbH & Co. KG
Kaitwykweg 7
21107 Hamburg
Phone: +49 40 75 27 97 161/160
Fax: +49 40 75 27 97 119
E-mail: f.schulze@blg.de, d.roman@blg.de
Open: Mon-Fri 9 am-3 pm.
Payments: Cash in € or US\$.
Traveller's Cheques in € or US\$ (change given in Euro's only).

LAKENHEATH, ENGLAND
(GBP 372 / XC60 & XC90 GBP 428)
Autovillage Ltd
Chamberlains Farm Barn
Eriswell, Brandon.
Suffolk IP27 9BD
Phone: +44 1638 53 43 50
Fax: +44 1638 53 43 57
E-mail: info@autovillagemilitarysales.com
Open: Mon-Fri 9 am-4 pm
Payments: Cash in Pound Sterling.

LONDON, ENGLAND
(GBP 222 / XC60 & XC90 GBP 278)
Bourneside Services Ltd.
Renaissance Hotel Heathrow
Room G018
Bath Road, Hounslow
Middlesex TW6 2AQ
Phone: +44 208 990 90 50
Cell phone: +44 778 890 70 24
Fax: +44 208 897 66 48
E-mail: sparsen5@aol.com
Open: Mon-Fri 9 am-4 pm
Payments: Cash in Pound Sterling. Cashiers Cheque/Money order. Traveller's Cheque/USD with extra fee.

MADRID, SPAIN
(€518 / XC60 & XC90 €562)
Auto Turistica Iberica
C/Ing. Torres Quevedo, 6

28.022 Madrid
Phone: +34 91 32 92 911/710
Fax: +34 91 32 93 980
E-mail: info@autoturistica.com
Open: Mon-Fri 9 am-1 pm, 3-5 pm
Payments: Cash in € only.
Bank Cheque payable to E.H. Harms USA.

MUNICH, GERMANY
(€239 / XC60 & XC90 €285)
LOG IN OUT GmbH
Airport Munich
Terminalstrasse Mitte 20
(next to Hotel Kempinski)
85356 Oberding, Airport Munich
Phone: +49 89 416 114 600
Cell phone: +49 170 83 03 440
Fax: +49 89 416 114 609
E-mail: drop-off-munich@loginout.de
Open: Mon-Fri 8.30 am-4.30 pm.
Payments: Cash in € or US\$.

NICE, FRANCE
(€600 / XC60 & XC90 €710)
TT Car Transit
61 Route de Grenoble
06200 Nice
Phone: +33 4 92 29 13 83
Fax: +33 4 93 72 51 80
E-mail: info@ttnice.com
Open: Mon-Fri 8 am-5 pm
Payments: Cash in € only.

PARIS, FRANCE
(€317 / XC60 & XC90 €409)
TT Car Transit
Airport Roissy Charles de Gaulle
(just in front of Terminal 3)
B.P. 30008
95716 Roissy CDG 2
Phone: +33 1 48 62 37 53
Fax: +33 1 48 62 17 73
E-mail: info@ttroissy.net
Open: Mon-Fri 8 am-5 pm
Payments: Cash in € only.

ROTA, SPAIN
(€455 / XC60 & XC90 €526)
Autovillage Military Sales
Plaza del Triunfo 6
Rota 11520 Cadiz
Phone: +34 956 84 61 66
Fax: +34 956 84 63 20
E-mail: info@autovillagemilitarysales.com
Open: Mon-Fri 10 am-7 pm
Sat 10 am-2 pm
Payments: Cash in € or US\$.

SINDELFINGEN, GERMANY
(€237 / XC60 & XC90 €285)
Simovic Car Service
Am Hirnach 6
71065 Sindelfingen
Phone: +49 7031 866 161 17/12
Fax: +49 7031 87 50 81

E-mail: s.simovic@simovic-car-service.de, t.hanna@simovic-car-service.de
Open: Mon-Fri 9 am-4 pm
Payments: Cash in € or US\$.
Money Order/Traveller's Cheque.

STOCKHOLM, SWEDEN
(SEK 4,000 / XC60 & XC90 SEK 4,625)
Upplands Motor Stockholm AB
Kronåsvägen 2-4
191 46 Sollentuna
Phone: +46 8 580 00 820
Fax: +46 8 35 17 49
E-mail: dropoff@upplandsmotor.se
Open: Mon-Fri 9 am-4 pm
Payments: Credit cards (Visa and Mastercard).
Does not accept cash.

ZÜRICH, SWITZERLAND
(€610 / XC60 & XC90 €714)
Gondrand Ltd
Industriestr. 10
8152 Glattbrugg
Phone: +41 44 828 68 00
Fax: +41 44 828 68 06
E-mail: c.tintori@gondrand.ch
Open: Mon-Fri 8.30-11.30 am, 1.30-4 pm
Payments: Cash in CHF or €.
Bank transfer in advance of drop off.

TRANSPORT SCHEDULE FROM EUROPE TO NORTH AMERICA

| Destination | Approx. Sailing Schedule* | Approx. Transport time from drop off to North American port | Approx. Port handling + inland transport time in North America** |
|----------------|---------------------------|---|--|
| Newark, NJ | Once a week | 5-6 Weeks | 15 Working days |
| Baltimore, MD | Once a week | 5-6 Weeks | 15 Working days |
| Brunswick, GA | Every 14 days | 6-7 Weeks | 15 Working days |
| Port huene, CA | Every 14 days | 7-8 Weeks | 15 Working days |
| Halifax, NS | Every 14 days | 6-7 Weeks | 15 Working days |

* The shipping line reserves the right to cancel sailings without prior notice. In case of cancellation of sailing by the shipping line, the Volvo Car Corporation does not accept liability for any delays in shipment to North America. All Volvo vehicles to the above-mentioned destinations are shipped on roll-on/roll-off vessels.

** For deliveries to Alaska and Hawaii, please add approx 3 more weeks.

WHAT ABOUT MARINE INSURANCE AND SHIPPING RULES?

You are covered by Volvo's marine insurance from the moment your car has been accepted for shipment by your Home Shipment Agent. The insurance expires fifteen days after arrival of the car at the final destination or at the time of release to you, whichever comes first. Please observe these important points regarding your insurance and shipment:

- Your car will be thoroughly inspected upon delivery to the Home Shipment Agent. Please make sure the car is clean before you leave the car with the agent.
- Any loose equipment in the car and any damage will be noted on a condition report, **which you must confirm and sign.**
- You must remove exterior accessories such as roof racks, luggage carriers, bicycle racks, cargo boxes, trailer mirrors, etc. before you hand over your car to the agent.
- Only Volvo accessories purchased together with the car and shown on your Bill of Sale are accepted by the U.S./Canadian customs to be shipped in the car. A copy of the BOS must be placed in the trunk of the car.
- Due to security regulations on board the vessels any loose accessories must be properly tied down in the trunk of the car. It's the customer's responsibility to tie down the items securely.
- Accessories too big to fit and lash in the trunk (i.e. cargo boxes and in most cases also winter wheels) will not be allowed! Folding down the back seat is prohibited.
- The marine insurance does not cover any damages caused by bypacked accessories!
- No personal effects of any nature or origin are covered by the marine insurance or permitted by the U.S./Canadian customs to be imported in privately owned automobiles. Personal belongings must therefore be removed prior to submitting your car for shipping.
- You will receive a copy of the condition report and our terms of insurance.
- Only one set of keys should be left with the car.

ENJOY SPECIAL SERVICE AT OUR FACTORY DELIVERY CENTER

Collecting and leaving your car at the official Volvo Factory Delivery Center in Göteborg, Sweden is a special VIP experience. At the Center we provide maintenance service or any other service that might be needed, for an extra fee when applicable. We will need your car at least ten days in advance of departure for shipping arrangements. Please get in touch for full details.



COLLECTING YOUR CAR IN THE U.S. OR CANADA

THIS IS WHAT YOU NEED TO DO TO COLLECT YOUR CAR:

1. Contact the retailer to agree on a suitable delivery date. Please wait until the estimated date of arrival in the U.S./Canada, otherwise your retailer will have no information about your car. If you are a diplomat you need to contact the port broker as well, in case there is a need to present other documents/proof of diplomat status. (The port brokers' phone numbers and e-mail addresses are found on page 11).
2. Obtain insurance and registration for driving in the U.S. or Canada. Please retain your European registration documents, as they may be required to re-register the car. You will also need the Bill of Sale, a Manufacturer's Statement of Origin (MSO)*, the Environmental Protection Agency (EPA) documentation, Department of Transportation (DOT) documentation and other documents that come with your car. For local regulations please check with your home state or province. (Please note that it may not be legally possible for the retailer to assist you with registration of your car.)
3. On delivery, present your personal identification and, in the case of used cars, your condition report.
4. Inspect your car together with the retailer. In the event of any transit-related damage and/or missing item, please make sure this is noted on the Delivery Condition Report and signed by the retailer and yourself (the Condition Report is obtained together with the Volvo Marine Insurance Conditions at the drop-off in Europe). To file a claim, please contact our claims agent in the U.S. (Claims-Plus Inc.). Contact details can be found in the Volvo Marine Insurance Conditions document.
5. Bring your valid insurance for driving in the U.S./Canada.

If you have any inquiries or requests, please don't hesitate to get in touch. Your Volvo retailer will be happy to assist you.

* Notice: to customers with Lienholder – if you are not in possession of the MSO, please contact the Lienholder.

WARRANTIES AND ROADSIDE ASSISTANCE

All Volvo cars with U.S./Canada specifications sold by Volvo Car International Customer Sales or Volvo Cars of North America are covered by a complete worldwide 4-year/50,000 mile warranty package including the 12-year U.S./Canada corrosion warranty, a 5-year emission warranty, a 5-year seatbelt and SRS limited warranty and the U.S./Canada On Call Road Assistance Program. If you have any questions regarding the warranty and On Call programs, please contact:

USA

Volvo Cars of North America
Customer Care Center
Toll-free: 800-631-1667

CANADA

Volvo Cars of Canada Corp.
Toll-free: 800-663-8255

U.S. CUSTOMS DUTY REGULATIONS (N.B. These rules may change over time.)

The duty is set at 2.5% of the car's value. In most ports an additional Formal Entry fee of 0.4714 % is applicable (MPF and HMF fees).

U.S. diplomats and military personnel stationed abroad for more than 140 days and non-U.S. diplomats (depending on status) are normally exempted from duty. To claim duty-free import into the USA, U.S. diplomats and military personnel must have purchased and taken physical possession of the car prior to departure from Europe.

For duty-free import, the applicant must be moving on direct orders. If this is the case, he or she will have PCS orders. Some U.S. diplomats may be entitled to duty-free import, but must have "orders" to do so. Otherwise they are considered regular citizens. For U.S. specification, U.S. Customs Duty is included in the car price for customer categories 'Expatriates' and 'Overseas Delivery Customers'.

Please note that it is always the responsibility of the car owner to establish what applies in each **individual** case.



CANADIAN CUSTOMS DUTY REGULATIONS (N.b. These rules may change over time).

When you return to Canada, you may be required to pay any applicable duties and taxes on the depreciated value of your Volvo. If you are a former resident of Canada who has been absent from Canada for at least twelve (12) consecutive months, and have owned and used your vehicle for at least six (6) months abroad and are now returning, you will be entitled to a CAD10,000.00 Personal Exemption Allowance against the value of the vehicle. Duty is set at 6.1% of the value of the vehicle, Excise Tax on Air Condition flat fee of CAD100.00 and tax (GST) at 5% of the duty paid value*. If you sell your vehicle within 12 months after importation, the duty/taxes on the CAD10,000.00 exemption allowance must be paid to the Canada Customs & Revenue Agency. Should the above not apply, you will be required to pay the duty and tax on the Sale Price or Appraised Value of your Volvo at the time of customs clearance.

In order to secure your personal import, we strongly recommend that you consult with both the Canada Customs & Revenue Agency and your local provincial Ministry of Transportation to find out which charges apply to you.

Please note that it is always the responsibility of the car owner to establish what applies in each **individual** case.

CANADA CUSTOMS & REVENUE AGENCY (CCRA)

Website: <http://www.ccra-adrc.gc.ca/>
Toll-free within Canada & the US: 800-461-9999
Outside of Canada: +1 (613) 952-3741

* The duty paid value is: the value of the vehicle + duty amount + Excise Tax.

PORT BROKERS IN NORTH AMERICA

BALTIMORE, MD and NEWARK, NJ

E.H. Harms USA Inc.
2809 Boston St, Suite 1-A
Baltimore, MD 21212
Phone: (410) 837-7612
Fax: (410) 837-7619
E-mail:
customerservice@ehharms.com
www.ehharmsusa.com

BRUNSWICK, GA

Encore Forwarding
13910 Alvarez RD, Suite 100
Jacksonville, FL 32218

Phone Jacksonville:
(904) 741-5040

Phone Brunswick: (912) 554-3599
Fax: (904) 741-8671
E-mail: wendy@encfor.com
www.encfor.com

HALIFAX, NOVA SCOTIA

Schenker of Canada Ltd.
320 Wright Ave. Unit 9
Dartmouth, NS
B3B 0B3
Canada
Phone: (902) 423-8324
ext: 421001

Fax: (902) 425-3325

E-mail:
connie.mckinnon@dbschenker.com
www.schenker.ca

PORT HUENEME, CA

Ted L. Rausch Co
110 West Ocean Blvd. Ste 1
Long Beach, CA 90802
Phone: (562) 435-8231
Fax: (562) 437-7585
E-mail: cris@rauschtrans.com
chip@rauschtrans.com
www.rauschtrans.com