

Vehicle Shipping Guidelines – EV (Electric Vehicles) / HEV (Hybrid Electric Vehicles) (PEV and PHEV) Vehicles

IMPORTANT: Pre-Booking your shipment is required prior to delivery of your vehicle to Tropical Shipping. Vehicles are shipped on a space-available basis.

- **Non-operable or damaged EV / HEV Vehicles will not be accepted.**
- **EV / HEV previously owned by rental companies will not be accepted.**

Please contact our **Customer Service Department at (800)-638-TROP (8767) / 561-881-3999** to request a Booking Number or to obtain a Rate Quote.

Vehicles must be in a safe, drivable condition, capable of normal operation on public streets or highways when tendered for shipment to be considered an “operable vehicle”.

To avoid delays in shipping your vehicle please review the following instructions, and have all necessary forms completed prior to delivering your vehicle.

If the vehicle is being delivered by a trucking company or car carrier, they must have the ability to place / deliver the vehicle or self-propelled equipment on the ground.

Please ask our Customer Service Department vehicle restrictions for St. Croix, St. Thomas and St. John USVI, Grand Cayman, Turks and Caicos, Freeport, Grenada and the Dominican Republic.

Forms and Documents

Forms must be filled out completely. Please be prepared to provide the following:

- **Payments** are made via eServices (www.tropical.com), PayPal, Pay Cargo or Wire Transfer. Please contact our Customer Service Department for details.
- **Vehicle Declaration Form - Required** - Form must be filled out completely for all vehicles being shipped.
- **Letter of Authorization (LOA) -Required** - Tropical Shipping will prepare and submit the Shipper’s Export Declaration (SED) electronically on your behalf, the appropriate authorization form (for a business or individual) must be completed.
- **Vehicle Export Power of Attorney -Required** - Tropical Shipping will clear U.S. Customs on your behalf. The Export Power of Attorney must be completed and signed in blue ink by the vehicle owner(s). A clearance fee will be applied for this service.
- **Car Fax Report** – a Car Fax Report is required. The report must be dated within two weeks of delivery to Vehicle Receiving.
- **VIN Check** - A VIN check has been done using <https://www.nhtsa.gov/recalls> to verify if there are any open recalls on the vehicle or anything specific to a potential of fire.

Tropical Shipping will consider the vehicle non-operable, if the following conditions exist:

- Cracked or damaged windshields or windows.
 - Flat, missing or damaged tires
 - Leaking fluids
 - Deployed airbags
 - Unable to stay running under its own power source
 - Out of fuel/gas
 - Please Note: Tropical Shipping reserves the right to reject receipt of cargo if the cargo does not meet the requirements for safe transportation & handling by our stevedore or our vessel operations.
- **Driver's License or Passport -Required-** A valid copy of the vehicle **owner's** driver's license or passport.
 - **A clear, color scanned copy (no pictures or phone images) of:** Manufacturer Statement of Origin or vehicle title is required. If purchased, the Purchaser's name must appear on the Title/MSO.
 - **Motor Vehicle Reassignment Form- A clear, color scanned copy (no pictures or phone images)** of this form must be completed and signed if the back of the vehicle title is full of the names of previous owners
 - **If a Lien Holder** is recorded on the Title, then a notarized letter from the Lien Holder on the company letterhead is required, authorizing export. Copies of the title or MSO are still required.
 - **If the vehicle belongs to a Company,** the person signing the Vehicle Export Power of Attorney must also provide a letter on company letterhead, stating that they are an officer of the company and are authorized to sign the Power of Attorney
 - **Bill of Sale - Required.**

Important Details for Vehicle Export

Required

- **State of Charge (SOC)** - must be greater than 30% and less than 50%.
- **Name, mailing address and phone number of the shipper and consignee.** The shipper is the party exporting the vehicle. The consignee is the person to whom the vehicle is being shipped to. The shipper and consignee can be the same person.
- **General information** about your vehicle - year, make, model, color, VIN number and current value.
- **Port of discharge** - which Island / Country your vehicle is being shipped to.
- **A set of keys / key fob** for the ignition, trunk door, gas tank, and any other locking compartment. U.S. Customs inspects all compartments of your vehicle and will place a Customs Hold on any vehicle without a key to a locked compartment.
- **Remove all loose items** and personal effects from the vehicle, including the trunk. If you wish to ship personal effects, the cargo must be packed for export and Tropical will ship that cargo as LCL at an additional cost. An itemized Packing List with an estimated value per box is required by U.S. Customs. Please ask our Customer Service Department for details.

- **Any part/item** that would normally be permanently installed in/on the vehicle, but is loose or not bolted in, should be removed.
- **Anti-theft Alarm Systems** - If you leave the car alarm system in your vehicle, make sure that the system is disengaged prior to delivery to Tropical.

NON-TITLED SELF-PROPELLED MACHINERY/VEHICLES:

All “Non-titled Self-Propelled Machinery/Vehicles” presented for U.S. Customs pre-clearance are required to have an original invoice signed & notarized by both seller & buyer, along with all other required documents presented at time of delivery.

Customs will NOT accept the paperwork on equipment unless:

1. The invoice is clear color, scanned copy.
2. The invoice includes the description of the equipment (Case, Caterpillar, Bobcat, etc).
3. The invoice includes the serial number of the unit.
4. The invoice is signed by both the buyer and the seller.
5. The invoice is notarized.

Delivery to Vehicle Receiving – Port of Palm Beach

- A booking number is required to deliver the vehicle. Please contact our Customer Service Department at customercare@Tropical.com or (800-638-TROP (8767) or 561-881-3999.
- Delivering carriers must have the means to unload / un-deck the vehicle onto the ground. Tropical Shipping does not have a loading dock and does not lift vehicles with a forklift or heavy equipment for the purpose of unloading.
- Documents for delivery: Booking Confirmation and copy of Vehicle Declaration. ***All other required documents must be uploaded / Emailed before the vehicle is delivered.***

Vehicles are received at the following address:

Tropical Shipping
Vehicle Receiving
301 Broadway
Riviera Beach, FL 33404
561-881-3999 or 800-638-TROP (8767)
customercare@tropical.com

Vehicle Receiving Hours:

Mon – Fri: 8:00 am – 12 Noon; 12:30 pm – 3:00 pm

U.S. Customs:

Mon – Fri: 9:00 am – 3:00 pm
Phone: 561-844-4393

- Vehicle Measurements will be verified by our Receiving Agent. In the event of a discrepancy between your measurements and ours, you may request a re-measurement prior to signing the Dock Receipt. Your signature acknowledges the accuracy of the measurements recorded on the Doc Receipt and will be used to compute the price of shipping your vehicle to the island destination.
- *No change to measurement figures will be allowed after our acceptance of your vehicle for shipment.*

U.S. Customs closely regulates the exporting of vehicles from the United States. All vehicles for export are placed on a 3-day business hold by U.S. Customs. This does not include day of delivery, weekends or holidays.

Exception: For new vehicles only delivered against the MSO, shipping from dealer to dealer: Customs does not impose the 3-day hold.

Special Note: If a vehicle has been received for export but will no longer be shipped, a letter addressed to U.S. Customs that explains why the vehicle is not being exported is required **from the owner** before the vehicle can be released for pick-up. An 'In-and-Out' Handling and Storage fee will be applied.