



HEDLEYS FINE ART

LOGISTICS SERVICE LEVELS & SERVICE CRITERIA FOR AUCTION HOUSES BASED ON DIRECT FLIGHTS FROM LONDON HEATHROW AIRPORT

Over the past 40 years Hedley's Fine Art has developed an excellent reputation in the field of worldwide art, sculpture and antiques logistics. With offices and warehouses in London, Paris, Avignon and New York, we are the preferred shipper of international auction houses through to galleries and collectors around the globe. We are thoroughly familiar with handling fine art and have a good reputation for personal service and the means to care for complicated artworks and items.

Because of the different needs of our clients, Hedley's has developed additional bespoke services enabling us to take special care of complex projects, giving you and your client the assurance they need to cover their requirements with complete professionalism and satisfaction.

Hedley's DIAMOND, GOLD and SILVER levels are tailored to the size and value of the project as detailed below. Hedley's is known for its flexibility however and we can adjust the services outlined to accommodate your particular needs.

DIAMOND LEVEL – Summary of Services

Collection: Dedicated collection with dedicated experienced courier from Auction House premises by our specialist temperature controlled air ride fine art vehicle.

Condition report: A full condition report will be undertaken by the courier at your site. Photographs will be taken and stored against the condition report.

Delivery back to Hedley's: The courier will return on a dedicated vehicle with the artworks back to our warehouse overseeing the off loading and packing of the art works which are then stored in Hedley's dedicated, fully temperature-controlled fine art warehouse. Hedley's also offers climate controlled storage for wood, other organic materials and items requiring constant humidity settings at an additional cost which only a few other storage facilities are able to provide.

Alternatively the artworks may be packed at your site where the dedicated courier oversees the packing of the artworks after they been condition checked and travels with our specialist temperature controlled air ride fine art vehicle directly to Heathrow.

Delivery to LHR: Provision of a dedicated truck to Heathrow including a driver and an art handler jointed by the dedicated courier.

Follow Car: For high value cargo, we can arrange a car from collection point to the airline cargo facility or transit shed

- Attention is given to the condition of all packing crate/s for signs of damage
- Adequate standard spacing under the packing crate/s is considered to allow easy pick up by a fork lift truck preferably not less than 3 inches in height
- Any signs of damage or issues are drawn to the attention of our dedicated staff before leaving your premises

Booking: Via 'Must Ride' (highest priority airline service).

Witness: A Hedley's witness will be arranged to secure the area to return at a later time/date for the supervision of shipment.

A TSO (transit shed operator) will sign the delivery note to confirm crate/s have been received in good order and condition.

Witness Load - Palletisation: A Hedley representative will escort the courier to supervise the palletisation at the airline cargo facility. Upon arrival at airline cargo facility (transit shed) the dedicated courier will oversee the unloading of all crate/s and check for signs of possible damage and any change in condition of cargo are drawn immediately to the attention of the TSO (transit shed operator) and to the Hedley's representative. The dedicated courier supervises the build of the pallet and where ever possible and with the approval of the TSO, photographs of the crate/s loaded inside the container/s and/or the pallet/s will be taken by the Hedley's representative. The photographs, if a dedicated pallet or if a mixed pallet, will concentrate on the area/s where your loaded crate/s are showing strap locations. This will be done before the pallet/s is/are wrapped & netted. This can be used as future evidence in the case of possible damage on arrival. Once the pallet has been netted one photograph of the pallet/s and/or container/s is/are taken with the approval of the TSO.

Pallet and or container numbers will be provided to Auction House immediately after build.

Photographs are to be saved against the Auction House job file for future reference.

Security Handling: Subject to confirmation at time of booking, security will be on site from the time of loading then to remain and escort pallet/container to the booked flight.

Airside Supervision: A dedicated Hedley's representative will oversee the movement and loading of the pallet from the secure area at the airline cargo facility to the aircraft and inform the dedicated courier that the palletized crate/s are loaded onto the aircraft with the position of the pallet/ container. An email confirmation of the position of the pallet/ container on the aircraft and a further email confirmation of the time of flight departure will be sent to the Auction House and shipping agent responsible for the shipment overseas.

Security Handling: Subject to confirmation at time of booking, security will be on site from the time of unloading of the pallet/s at destination then to remain and escort pallet/container to the airline cargo facility, (transit shed).

Witness Off-load – De-palletisation: A Hedley representative will escort the courier to supervise the de-palletisation at the airline cargo facility. The courier will be collected at the destination airport arrival hall by Hedley’s representative or contracted shipping agent and is escorted to the airline cargo facility (transit shed) to supervise the de-palletisation of the crate/s . The courier will oversee the unloading of all crate/s and check for signs of possible damage and any change in condition of cargo are drawn immediately to the attention of the TSO (transit shed operator) the Hedley’s representative or contracted shipping agent. In case of any damage and where ever possible and with the approval of the TSO, photographs of the crate/s will be taken by the courier and Hedley’s representative for the insurance claim.

Delivery to premises at destination: Provision of a dedicated truck from destination airport including a driver and an art handler jointed by the dedicated courier to final destination.

Upon arrival at destination premises: The dedicated courier will supervise the unloading of crate/s into a secure area of the destination premises to allow a 24 hour acclimatization period of the crates and a delivery note will be signed to confirm crate/s have been received in good order and condition.

The dedicated Courier will return the following day to condition check and to oversee the installation of the art works. In case of possible damage and any change in condition of the artworks the courier will take photos and write a report for insurance purposes and conservation treatment and proceed with instructions provided by your auction house.