



Moving to Japan Q&A

Q: How do I know if I can use NX's removal service to Japan?

Our service is limited to Japanese that has stayed in Hong Kong for over one year or Hong Kong residents with visa of 1 year or above.

Daily items except restricted item are mostly good for transporting.



Q: I only have a few luggage, can I use packing service directly without inspection?

Packing service can only be use after inspection and quote confirmation.

For customer with small size luggage, we suggest using **Self-packed Combine Plan**.

Q: My family and I will depart before packing day, can we find an agent to supervise the work on the packing day?

All documents need to be signed by the shipper, we will not accept applications and relocations without the shipper's presence.

Q: Can I ship food to Japan?

Animal and plants examination is strict in Japan, we do not recommend you ship any food with meat and raw plant ingredients (e.g. pepper herbs, nuts)

Q: Can I ship medicine to Japan?



Drug import control is extremely strict in Japan. We recommend customer to keep their medicine in hand carry luggage with doctor's certificate prepared if necessary.

Q: Can I ship pet ashes?

Yes, pet ashes can be shipped after properly packaged.



Please click [here](#) to submit your application or fill in the inquiry form for more information. We will contact you soon.



Address: 3/F., Office Tower, China Resources International Logistics Centre,
2 Tat Mei Road, Kwai Chung, New Territories, Hong Kong.

Phone: (852) 2408 1177
(852) 2408 1111(Japanese)