



## 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.

### GOLD LEVEL – Summary of Services

**Collection:** Dedicated collection from Auction House premises by our specialist temperature controlled air ride fine art vehicle.

**Condition report:** A full condition report will be undertaken by a Hedley's trained art handler at your site. Photographs will be taken and stored against the condition report.

**Delivery back to Hedley's:** On delivery back to our warehouse, all art works will be off loaded and 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 by Hedley's art handlers after they been condition checked and travel 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.

**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 & condition.

**Witness Load - Palletisation:** A Hedley representative will supervise the palletisation at the airline cargo facility. Upon arrival at airline cargo facility (transit shed) all crate/s will be checked 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. 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/s has/have been netted one photograph of the pallet/s and/or container/s is/are required.

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. An email confirmation of the position of the pallet or 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.

**Duncan Walker, Account Manager, 0208 965 8733**