

CASE STUDY: SHAND IMPORT LLC



ABOUT THE COMPANY

Shand Import LLC is a boutique import company located in the heart of Los Angeles, California that focuses on sourcing specialty craft spirits from around the world. Every spirit in its carefully crafted portfolio is vetted for quality, taste, and authenticity. The Shand Import collection has been painstakingly curated by its team of spirits experts whose experiences in the industry span decades. The company's collection includes spirits such as the finest Tequila and Mezcal from Mexico, a vast selection of Cognacs from France, single malt Scottish Vodka, craft Gins, and some of the world's rarest Scotch and Irish Whiskies.

THE CHALLENGE

Shand Imports LLC was consistently facing issues with clearing customs at the U.S./Mexico border for their shipments. This process requires prompt communication, provision, and filing of all relevant paperwork from multiple licensing bodies in Mexico and the U.S. The company found that pulling all the needed documentation together from the producer, themselves as the importer, the shipper, and the customs broker was a confusing process. They sought a long-term logistics partnership that could make their cross-border shipments from Mexico to the U.S. easier, so they could gain a stronger focus on their customers and business growth.

THE SOLUTION

After trying several other shipping companies, Shand Imports LLC decided to try Logistics to simplify their cross border shipping. They were able to develop a professional relationship and find the support they were seeking in Trinity's Authorized Agent Office located in Mexico.

THE RESULT

Through Trinity's dedicated support and years of experience in arranging cross-border shipments, Shand Imports LLC found the exceptional service they had been looking for, making the movement of their spirits from Mexico to the U.S. effortless. Shand Imports LLC enjoys receiving communication throughout the whole process and Trinity's expert understanding in the documentation nuances required for customs clearance, with required paperwork consistently filed properly before goods even arrive at the border. Thanks to Trinity's reliable cross border service, Shand Imports LLC is saving significantly on fines and additional charges they used to incur from improper paperwork that held up their goods in customs longer than necessary.

"Since the start of our relationship with Luis and Trinity Logistics, we have shipped thousands of cases of Tequila and Mezcal, with each shipment arriving in good condition, delivered in a timely manner, with minimum effort on our part, and at a reasonable cost. We appreciate having a provider that handles this confusing process and love the fact that there are no longer any last-minute panics over missing documentation at customs. I am happy to recommend Luis and Trinity to any other spirits import companies that are looking for an easy life!"

Peter, Shand Imports LLC