



What makes us unique

At Taurus Logistics we're really proud of the fact we're not another vanilla flavoured, soul-less, corporate freight forwarder. We have a real passion for what we do and a drive to solve any problem you might have, we go the distance to get the job done.

1. Response within 24 hours

We understand time's important to you so we guarantee to personally respond to all enquiries within 24 hours, Monday to Friday New Zealand time. In some cases we may not be able to respond with a full quote, but we'll always acknowledge your request.

If you are unsure of exactly what you need or you've never shipped before then we're happy to answer all questions about any aspect you may be uncertain about.

2. No hidden costs

There's nothing worse than getting a price and doing your budget only to find out what you were quoted didn't include a raft of other fees and charges. Not only does it bring our industry into disrepute, it has almost become standard practise for many freight forwarders, making it extremely difficult to compare quotes between companies.

When you ask Taurus Logistics for a quote including all charges that's exactly what you get, we'll include all charges to get the job done for you including quarantine, customs clearance, port charges, inland transportation, whatever is needed.

When something is excluded like government taxes or duties we clearly state this on our cover page, no smoke and mirrors or small print.

3. We take care of everything

Once you're booked with Taurus Logistics we'll take care of all the details for you, if a problem crops up (for example you purchase a dump truck at auction and because of a bad oil leak it can't be shipped) then we'll solve the problem (getting the truck fixed).

We don't shy away from problems or push responsibility back, if we can take care of the problem then we'll offer a solution.

4. Experienced Professionals

Because of a tight market with the slimmest of margins, many freight forwarders only employ juniors. At Taurus Logistics we don't believe in that, our team is made up of professionals with years of experience in the shipping industry with many shipments under their belt.

Being privately owned means the agents we work with throughout the world are just like us, we chose each other because we share the same skills and ethos and we actually like them! They're our close friends and colleagues, only a phone call away.

Give us a call and let us help your business succeed!

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