

27 March 2020

## Revised guidelines on Import Free time - Pan India

Dear Customer,

In the wake of the recent outbreak of COVID-19 The Government of India has implemented wide ranging measures to ensure safety of the population. We are closely monitoring the situation to ensure the safety of our employees whilst working towards mitigating any possible impact to our customers' operations Our offices throughout India remain operational with all staff working remotely from the safety of their own home with adequate IT infrastructure to avoid any disruptions.

Considering this, we realise that some Cargo owners will temporarily cease operations or face challenges in transportation & documentation procedures during this period resulting in the disruption of Imports and Exports.

As your trusted logistics partner, Maersk is committed to being by your side during these challenging times and our colleagues continue to put efforts to keep the movement of essential supplies to India uninterrupted.

With this in view effective **27<sup>th</sup> March onwards** we have come up with Revised guidelines on the Import Free time pan India.

### **Revised guidelines for Import Free period**

As a special concession to our customers during these challenging times, we will not be charging container detention on all our Import shipments into India for the period from **25<sup>th</sup> March to 7<sup>th</sup> April (both days inclusive)**. This will be over & above any existing free time arrangement that is currently availed and agreed as a part of any negotiated contractual terms.

This concession is a one-off gesture during for our customers whilst Maersk continues to face uncertainties and added costs due to network disruptions in these times. Our invoices will reflect this change for all import delivery orders impacted.

Below are a couple of examples which demonstrate how this will work & frequently asked questions (FAQ's)

**Example 1:** If a container is discharged on 23<sup>rd</sup> March, having 14 days contractual free time. As per the revised guidelines, the free time would end on 19<sup>th</sup> April 2020 and detention charges will be applicable from the 20<sup>th</sup> April (23<sup>rd</sup> – 24<sup>th</sup>: 2 days & then 12 days from 8<sup>th</sup> April onwards)

**Example 2:** If a container is discharged on 1<sup>st</sup> April, with 10 days contractual free time, as per the revised guidelines the 1<sup>st</sup> day of free time will start on the 8<sup>th</sup> April onwards till 17<sup>th</sup> April and detention charges will be applicable from the 18<sup>th</sup> April

### **Frequently asked questions:**

Q.1. What is the period of detention blanket waiver considered by shipping line?

A. [We have considered a blanket detention waiver of a period of 14 days from 25<sup>th</sup> March to 7<sup>th</sup> April 2020 over and above the contracted free time.](#)

Q.2. For which countries is this blanket detention freetime applicable to?

A. The detention blanket Free time is only applicable to Imports into India and Nepal as well.

Q.3. Will this cover only Detention or Demurrage or both?

A. This change is only applicable for Imports Detention free time

Q.4. I have already paid detention for the period 25<sup>th</sup> March to 7<sup>th</sup> April. Will I receive a refund?

A. Yes, if you have already paid detention during this period to return the containers to our drop off yards in the interim you may apply for a refund on deposit slip.in. If the containers are yet to returned we will apply the detention amount paid for days post the declared detention waiver period.

Example: Detention Payment done for period 25<sup>th</sup> to 27<sup>th</sup> March will be applied from 8<sup>th</sup> April to 10<sup>th</sup> April.

Q.5 Does this waiver apply to Port Demurrage charges and CFS ground rent charges?

A. No, the waiver is only applicable to Detention. Customers who are paying demurrage and/or CFS ground rent charges directly (e.g. DPD customers) will have to handle this directly with the respective Port/ CFS. In cases where customers are paying demurrage/ ground rent charges via Maersk, then we will endeavour to pass through any waiver/ concessions received by these Port/CFS to our customers.

Q.6. Does the detention waiver cover special commodities that have blanket commodity free time, service contract free time, SPOT free time, any special deal and consignee free time?

A. Yes, all commodities irrespective will be covered under the blanket freetime period.

Q.7 If we are transporting cargo via merchant haulage from Kolkata to Nepal, will this detention waiver be applicable to my shipment?

A. Yes you will also receive the 14 days blanket freetime.

Q.8 As an export customer will I also be charged detention, and can I drop off the unused containers for free?

A. Shipping Line is yet to review the detention charges for export customers. However, we are currently allowing drop off of unused empty containers without charges that may have been picked up prior contingency on a case to case basis.

Q.9. Will I receive similar waivers for my export shipments transported by Maersk to other countries worldwide?

A. The decision to grant 14 days blanket freetime for the mentioned period is only extended for import shipments into India and Nepal.

Q.10. Is the blanket free time waiver applicable for ICD shipments ?

A. Yes it covers ICD shipments too.

Q. 11. Why does this revised guideline not cover the entire contingency period?

A. This concession is a one-off gesture during this period for our customers. In the current situation, all partners in the supply chain face significant challenges. Maersk continues to face uncertainties and added costs due to network disruptions, however we are committed to assist our customers. Moreover, this additional free period is over and above any existing free time that is already part of our contractual agreements.

We hope all these recent changes makes it easy for you to do business with us. Should you have any questions, please feel free to contact your local Customer Service representative.

Thank you for your continued support.

Regards,  
Maersk