



EXPECTATIONS

For each booking and every port, it is essential to submit loading photos for Non-Automobile items. For Automobiles, loading photos are also required (refer to the details below). Please note that if photos* are **not** submitted, additional fees and charges will be incurred!

Acceptance of booking requests depends on the availability of space and equipment at the time we receive your request and when we receive the full container quantity specified in the booking. Please note that the dates listed on the booking confirmation (Earliest Receiving, Cut-off, Sailing) are beyond our control and may change without prior notice. Consequently, this booking will be subject to all applicable charges resulting from any date changes.

Maersk will provide **only** 7 days of detention-free time at the origin for Used Automobiles and just 4 working days for General Cargo. **No** extra free days will be granted. If the container is held for more than 7 days, a per diem charge will apply.

All titles must be provided before loading the car onto the container.

When processing your payment, kindly inform us of the **payment method**, **payment amount**, and the **bank** to which the payment is made, along with your **booking number**. This will help us apply your payment promptly.

- Most shipping lines require **24-48 business hours** for a release.
- MSC typically takes **3-5 business days** to issue a Telex release.

To avoid storage or demurrage fees at the Port of Destination (POD) and to prevent any delays in releases, please make sure to complete your payment at least **one week** in advance.

Important Policy on Hybrid and Electric Vehicle Returns

If any **hybrid or electric vehicles**, along with their loaded containers, are returned **without** obtaining hazardous approval from the shipping line, a **\$15,000 penalty** will be enforced by the shipping line.

*Required Photos:

- 1. Photo of VIN of each car.
- 2. Photo of every car in container.
- 3. Photo of empty container.
- 4. Photo of first car inside container.
- 5. Photo of goods on the container before closing
- 6. Photo of container closed.
- 7. Photo of the full body of the container number on it.

*Thank you and we look
forward to working with you!*