

Dear Customer,

How about some simple, worry-free shipping? This is your time to enjoy our improved United States (US) inland service with no demurrage or marine terminal storage fees* for any import truck Carrier Haulage containers moving through US ports.

Effective October 1, 2023, book your final truck mile delivery with us today, making sure to meet the following conditions, to avoid extra costs for your import cargo at US Port Terminals:

- Five days before the arrival of the vessel at the discharge port, please ensure:
 - Timely submission of the Delivery Order. You can do this conveniently through this [link](#)
- Five days before the expiration of the free time at the discharge port, please ensure:
 - You've received customs clearance with no regulatory restrictions unless for documented reasons beyond your control.**
 - Hapag-Lloyd has received the credit or freight payment.
 - Hapag-Lloyd has received the Original Bill of Lading (if applicable).
 - The merchant facility is available to receive the container when the trucker calls within the port terminal free time, providing an appointment no later than 48 hours after our Motor Carrier has contacted you.

In case that the above conditions are not met, please note that demurrage charges will apply. Together, let's optimize operations and avoid excess dwell costs.

For reference, all tariffs can be viewed at the following section of our website: [Detention & Demurrage](#). If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.

* Rail terminal storage applies

** When a container is put on customs hold for no fault of the customer, Hapag-Lloyd stops the Demurrage/Detention clock and restarts it when the hold is released.

Best regards,

Hapag-Lloyd (America) LLC

Keep in touch



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