



Customer Advisory

25<sup>th</sup> April 2022

## **Shanghai Situation APR 25 Update: Relief Package for Customers**

**Dear Customer,**

Your supply chain is of the utmost importance to us. In light of the ongoing situation in Shanghai, China, and the local government's precautionary control measures, we have been working around the clock to alleviate customer pain points.

We understand that the situation may have impacts on your business and that flexibility is key in this current period of time. As such, we would like to extend the following relief package:

- Free Detention and Demurrage on cancelled export shipments from Shanghai, with ETD **March 28 to April 30**
- Interim stop of the Detention and Demurrage clock for the period **March 28 to April 30**, applicable for the location of Shanghai on both imports and exports

By offering the above, our aim is to give you sufficient room to assess the different options most fitting for your business, and manoeuvre some of the current pressure points caused by the Shanghai situation, all to lessen the impact to your supply chain.

If you'd like to make use of any of the above, please contact our Shanghai customer service via [cn.east.export@sealandmaersk.com](mailto:cn.east.export@sealandmaersk.com) for export and [cn.east.import@sealandmaersk.com](mailto:cn.east.import@sealandmaersk.com) for import.

Should you have any further questions or any feedback on how we can improve our relief package for you and your business, please contact your local Sealand Asia representatives. Our customer experience and commercial teams are always available to support should you need assistance.

Best Regards,  
Sealand – A Maersk Company  
Asia