

Customer Advisory

IMPORT GATE-IN CONTROL POLICY

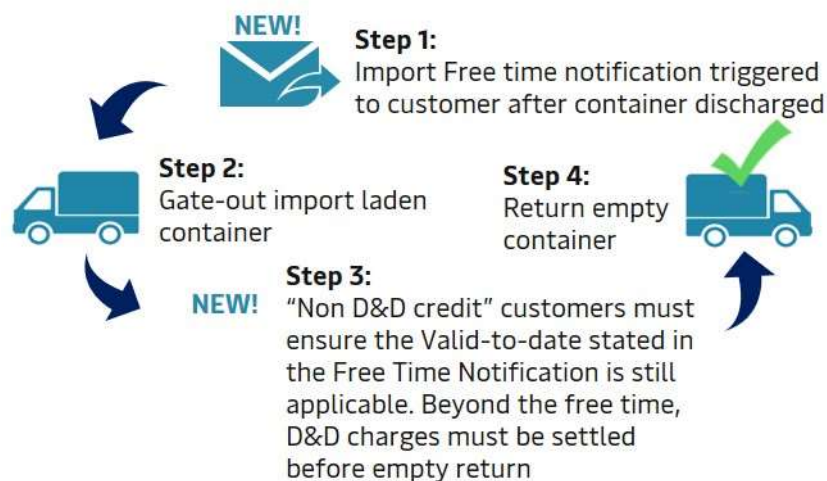
Dear customer,

In line with our efforts to serve you better, effective from **2nd March 2020**, we will be implementing a Gate-In Control policy for our Import shipments. This policy is applicable for empty container(s) returned to the Depots in **Port Klang** only.

We will be sending you a **Free Time Notification** via email for all your Import shipments. There will be a “Valid to Date” field in the notification. You may use this as a guide to make an empty container return, by or before the stipulated date. This will be within the free time granted without incurring any additional charges.

If container(s) are to be returned **after** the date stated on the Free Time Notification, please contact our local Customer Service for computation of the extra “Combined Demurrage & Detention” (D&D) * charges incurred. We will then provide you with the Proforma invoice. Please ensure that these D&D charges are settled **prior** returning the empty containers. This is only applicable for customers without D&D credit facility.

WE RESERVE THE RIGHT TO REJECT ANY RETURN OF EMPTY CONTAINERS DUE TO UNPAID D&D CHARGES.



Once payment is made for the exceeding days, we strongly encourage you to bring along the following documents when returning the empty containers to ensure a smooth empty return process.

- 1) Free time Notification email
- 2) Proforma Invoice
- 3) Payment slip via TT or Cheque Bank In

We do our best to make your shipping simpler and more efficient. You can always book and manage shipments 24/7 on our [online portal](#). In case you need immediate assistance, feel free to contact your [local Sealand – A Maersk Company representative](#). We want to thank you for your business and look forward to continuously serving your transportation needs.

Email: my.import@sealandmaersk.com

(For faster resolution, we recommend you mention “[Empty Return](#)” on your email subject header)

Phone Number: +603-8026 6651
+603-8026 6652

Website: www.sealandmaersk.com

Business Address:

Suites C-5-6-7-8 & D-5-6-7-8
Level 6, Sky Park @ One City
Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Opening hours:

Monday – Thursday: 9.00 am – 5.30 pm

Friday: 9.00 am – 5.00 pm

Closed for Lunch

Monday: 12.00 pm – 1.30 pm

Tuesday – Friday: 12.00 pm – 1.00 pm

Best Regards,
Sealand – A Maersk Company

* **Combined Demurrage & Detention** are applicable for Import shipments.
This means you will have one combined free time period and compensation for utilisation of equipment inside and outside of terminals or depots, referred to as Combined Demurrage & Detention, from vessel discharge to gate in empty.