

09, Sep 2019

Procedure of Reefer booking process and cancellation

Dear our valued customers,

We would like to update our procedure of Reefer booking process and cancellation.

Step1 – Customer submit booking request via website. We reserve the container(s) and provide “Booking Confirmation” to customer along with Online Booking Note (OBN). Container number will be “To Be Advised” (TBA).

Step2 – Customer approach to assigned depot for set up required temperature as booked and for Empty collection.

Any cancellation request of shipment(s)/containers,

If prior to 7 days from the initial vessel's departure date, it would be subjected to cancellation fee 5000MMK/per container.

If less than 7 days from the initial vessel's departure date, it would be subjected to cancellation fee 5000MMK/per container plus Detention fee per standard tariff rate (*without Freetime allowance*).

Export customer services:

Brand	Email	Phone
Sealand	mm.export@sealandmaersk.com	951- 9253377 (Export Ex:1)
Maersk	mm.export@maersk.com	951- 9253377 (Export Ex:1)

*Remark: The detention tariff rate are available at our website(s), www.sealandmaersk.com; www.maersk.com; www.safmarine.com .

Thank you for your support. If any further information is required, please feel free to contact us as above mentioned.

Sincerely yours,
Maersk Line Myanmar Ltd