



Customer Information

COVID-19 – Guidelines on Import Free time Pan India

May 4 , 2020

Dear Customer,

We would like to share the latest update on the status of operations in India, given the extension of nationwide lockdown with relaxation in many zones around the country till **17th May 2020** as announced by the Ministry of Home Affairs (MHA) on 1st May 2020.

They have issued new guidelines to regulate different activities based on the risk profiling of the districts of the country into Red(hotspot), Green and Orange zones. These guidelines have permitted considerable relaxations in the districts falling in the Green and Orange zones, and also some office relaxations. As per these guidelines, all goods traffic is to be permitted in all 3 zones during this time period.

As a special concession to our customers during these challenging times, we will not be charging container detention on all our Import shipments into India for the period from **22nd March to 21st April (both days inclusive)**. **This will be over & above any existing free time arrangement that is currently availed and agreed as a part of any negotiated contractual terms.**

Furthermore, we would like to temporarily revise the detention slabs to provide our customers with additional benefits that go beyond the free time. Therefore, to avoid congestion at the ports and to take benefit of the revised detention slabs- we request your support in clearance of your import cargo at the earliest .

Please find below the revised detention charges at concessional rates equipment wise. They will be billed at a **flat rate/container/week (subject to GST*)**

Delivery order released and Empty container returned between	Delivery order(DO) validity date and detention charges/container/week(subject to GST*)
5th -11th May 2020	For DO validity date until 11th May 2020 the detention rate per 20'/40' will be 8500/11000 INR flat per container
12th -18th May 2020	For DO validity date until 18th May 2020 the detention rate per 20'/40' will be 17000/22000 INR flat per container
19th -25th May 2020	For DO validity date until 25th May 2020 the detention rate per 20'/40' will be 25500/33000 INR flat per container

Note: 20' rates are applicable for 20' Dry, 20'Flat rack and 20'RF, 40' rates are applicable for 40'Dry, 40'Flat rack and 40'RF/RH.

Example 1: For a single 40' container if the Delivery order(DO) validity date is until 11th May, you will be billed flat 11000 INR instead of the usual per container per day tariff.

Example 2: For 2*20' container with DO validity date until 25th May, you will be billed flat 2*25500=51000 INR.

Hamburg Süd India Private Limited

Forbes Building • 4th Floor • Charanjit Rai Marg • Mumbai 400 001
 Phone: +91 22 6124 5600, Fax: +91 22 6124 5679
 CIN U74900MH2010FTC199423
 E-mail address: info.mumbai@hamburgsud.com
www.hamburgsud.com

Important Note: This is only applicable for containers discharged at port/gated-in at ICD between 1st March till 3rd May 2020. In case any payments that are already made by you, refund can be applied.

**Shipments cleared before 22nd March 2020 are not eligible for refund. Also, for shipments getting cleared after 26th May 2020, regular detention tariff charges are applicable.

Once again, we request you to clear your cargo at the earliest. Rest assured that we are making every effort to maximize our capacity to support your needs.

We will keep you updated of any changes to the current situation. Should you have any concerns and/or queries, please feel free to contact your Customer Service representative.

Thank you for your continued support.

Yours Sincerely
For Hamburg Süd