

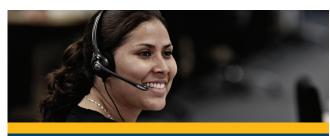


Maersk Kuwait Co. W.L.L. Dar Al-Awadi Towers, 13th Floor Ahmed Al Jaber Street, Sharq, Kuwait. P.O. Box 29376, Safat 13154, Kuwait. Work: +965 22322413
Fax: +965 22322414 Ext. 121
www.maerskline.com
Office Hours - 0730 - 1600 hrs.
(Counter 0730-1300 and 1330-1500 hrs.)

Dear Valued Customers,

We thank you for choosing Maersk Line! As a new customer, we recognize that you will require some special attention as you get to know our products, services, processes and ways of doing business. Below is a step by step guide for your reference,

- 1. Booking can be placed manually or online.
 - Manual (Bookings will incur a Manual Documentation Fee of KD 20 per BL)
 - Online
- 2. Our Customer Service team will,
 - Process the booking within 2 working hours and within 48 hours for special commodities (Hazardous or Out Of Gauge Cargo). This is subject to space and equipment availability.
 - Send the "Haulage Release Order" to the respective emails as specified by you.
- 3. The following documents must be collected from our Kuwait office prior to empty container pickup.
 - Export Container Release Note
 - Export Shipping Notes



CUSTOMER SERVICE CONTACTS:

Expor

KWICSEGEN@maersk.com

Imnort

KWICSEGEN@maersk.com

Telephone

00965-22322413



- 4. Once you receive the "Haulage Release Order" and the "Export Container Release and Export Shipping Notes", you can arrange to pick the empty container from Shuwaikh port.
- 5. Empty pickup and gate-in full of container must be managed within the Freetime to avoid any Detention/Demurrage/Storage charges.
 - Our stevedore,
 - Shuwaikh Cargo Transport System (CTS)
 - Shuaiba Kuwait Gulf Link (KGL)



Freetime applicable at Shuwaikh and Shuaiba as follows,

Combined Line Detention & Demurrage: 14 calendar days, thereafter Line Detention or Line Demurrage will be applicable as attached.

Combined Export Detention & Demurrage Charges &

Freetime Calculation Timeline Gate Out - VSL Cut Off Date (Amount per day per container) **Equipment Type** D & D Charges 20ft 40ft FREE FREE 1-14 days KWD 6 Next 10 days KWD 3 Dry Next 10 days KWDE KWD 12 Thereafter KWD 12 KWD 24 FREE KWD 16 KWD 32 Next 10 days Reefer KWD 32 KWD 64 Next 10 days KWD 64 KWD 128 Thereafter 1-10 days FREE Next 10 days KWD 6 KWD 12 Specialized Container Next 10 days KW/D 12 KWD 24

For Port Storage see below table: 10 calendar days

Export Port Demurrage Freetime			
Calculation Timeline Gate In - Load Date			
(Amount per day per container)			
Equipment Type	D & D Charges	20ft	40ft
Dry	1-10 days	FREE	FREE
	Next 10 days	KWD 3	KWD 5
	Next 10 days	KWD 5	KWD 8
	Thereafter	KWD7	KWD 11
Reefer	0 DAYS	FREE	FREE
	1-10 days	KWD 6	KWD 9
	Next 10 days	KWD 8	KWD 12
	Thereafter	KWD 10	KWD 15
Imco	1-10 days	FREE	FREE
	Next 10 days	KWD3	KWD 5
	Next 10 days	KWD 5	KWD 8
	Thereafter	KWD7	KWD 11

Overweight Charges applicable as follows,

Thereafter

20' - above 24000 kgs including tare weight of the container : KD 22

KWD 48

40' – above 30000 kgs including tare weight of the container : KD 38

Cut-offs are as follows,

KWD 24

Shuwaikh

New Booking : Wednesday 1500 Hrs. • Booking Amendment Cut-off : Wednesday 1500 Hrs.

Gate-in Cut-off Sunday 1600 Hrs. Shipping Instruction Cut-off :Sunday 1200 Hrs.

Vessel ETA Shuwaikh : Monday Shuaiba

New Booking : Wednesday 1500 Hrs. Booking Amendment Cut-off : Wednesday 1500 Hrs.

Gate-in Cut-off

Monday 1600 Hrs. : Monday 1600 Hrs. Shipping Instruction Cut-off

Vessel ETA Shuaiba :Tuesday

A verify copy will be sent to your preferred mode of communication.

1st amendment to the Verify Copy is free

2nd amendment onwards is chargeable: KD 12 per amendment request

8. Our Customer Service team will notify you once the vessel sails.

- 9. Within 24 hrs of vessel sailing you should receive your invoice automatically on the preferred mode of communication requested by you or you can send a request for an invoice to email - MNLGSCOTCINV@maersk.com.
- 10. Original Bills of Lading or Seaway Bills of Lading must be settled and collected from our office within 7 days of vessel sailing else Late Payment Fee as below will be applicable,

8th to 14th Day : KD 50 per BL 14th day onwards : KD 100 per BL

- 11. Any amendment request received after import manifest is filed at destination should be handled by the Consignee and relevant charges will be applicable.
- 12. Bank details as below,

Cheque / Bank transfer for total amount to be made in favour of 'Maersk Kuwait Co. W.L.L.'. Please mention Invoice/Bill of Lading number in all correspondence/ payments made.

We look forward to doing business with you.

Yours Sincerely,

Maersk Kuwait Co.

*Bank

HSBC Bank Middle East Limited

G/1/2 Floors, Kharafi Tower, PO Box 1683, Safat 13017, Kuwait

Swift Code: HBMEKWKW

KWD IBAN No: KW82HBME0000000000001007152001 USD IBAN No: KW57HBME0000000000001007152160

