

June 2025

## Hapag-Lloyd (Canada) Inc. Invoice Dispute Policy

As part of our ongoing efforts to ensure clarity and consistency in our invoicing process, we would like to highlight our invoice dispute policy effective July 1, 2025.

**Please review all invoices carefully upon receipt.**

If you believe there is an error or discrepancy, we kindly ask that you submit any disputes **within 90 days** of the invoice issuance date. This will allow us to process your invoice disputes timely.

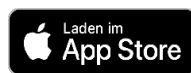
Disputes submitted after this 90-day period will not be accepted and will be considered invalid, unless they pertain to cargo governed by FMC (Federal Maritime Commission) regulations.

You can view more information regarding our Invoice Dispute Tool here:  
[Invoice Dispute - Hapag-Lloyd](#)

Thank you for your cooperation.

Best regards,  
Amanda Boyle  
Director Customer Service & Digital Solutions  
Hapag-Lloyd (Canada) Inc.

### Keep in touch



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