

CustomerInfo

New Zealand - Invoice Dispute Handling

April 16, 2019

Dear Customer,

As per our new process, we would like to inform you about changes with regards to handling of Invoice Disputes.

Coming into immediate effect, for the benefit of both parties, all disputes should be raised with your Hapag-Lloyd contact within seven days from invoice date. Customers need to provide the invoice or B/L number as well as a short description of the incorrect charges. A dispute case id will be generated and provided to acknowledge receipt of the dispute. Customers will be able to track / follow up the status of disputes by quoting the dispute case id.

Disputes will be investigated and a status provided. In case of a valid dispute the credit note will be issued and if the dispute is settled as invalid, payment needs to be made within your existing payment term from receipt of the dispute settlement email.

Please be advised that disputes received after 7 days from invoice date will be rejected.

For further information, please contact your local Hapag-Lloyd office.

Kind regards,

Hapag-Lloyd (New Zealand) Ltd
as agent of Hapag-Lloyd AG