

CustomerInfo

China Import – Empty Container Drop-off

Hapag-Lloyd

9TH May 2022

Dear Valued Customer,

In order to ensure the safety of your cargo, and meet relevant customs requirements of Local & destination countries, we will require that accurate Shipping Instructions be received from you prior to the documentation cut-off in order for containers to be loaded as booked.

With effect from 15th June, 2022 we will be implementing a “No Shipping Instruction, No Load” Policy. Containers without Shipping instructions received at the time of vessel document cutoff, will not be loaded.

- The documentation cut off can be located on our website [here](#).
- The booking confirmations will also come with documentation cut offs.

Note: Cut off times will be adjusted in line with Vessel schedule changes.

Please note any cost and consequence resulting in shut outs related to delayed shipping instructions will be for shippers' account.

The aforementioned process enhancements will, in addition to improving the overall safety of your Cargo and our Vessels, improve the overall quality of service we provide to you.