

Subject:

FW: Here's your guide for returning empty containers to our Singapore depots

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Returning empty containers to our Singapore depots? Here's your guide

Dear MoonHak,

If you are **returning empty containers to our Singapore depots**, here's a short guide on how to return your empty containers. Please use the following checklist when preparing your **empty** containers for return to our depots:

1. Ensure that your container is clean and free from transferrable stains and marks.
2. In case nails were used to secure the cargo, please ensure that these are removed. Charges might apply if nails have not been removed and there are damages to the floor.
3. Any cargo-related placards, labels and lettering should be removed.
4. In case of open top containers, please ensure that there are no damages to the tarpaulin, wire ropes, roof bows or missing roof bows.
5. For reefer containers, ensure that there is no damage to the baffle plate and keep a clean floor.
6. All containers should be returned clean and free of refuse, including remains of cargo, dunnage and lashing material.

7. Ensure that containers are free of odors, organic goods, chemicals and raw materials.
8. Please note that the containers should not present fresh impact damage to the walls, panels, floor sections, door parts and door accessories.
9. Upon return, all container accessories should also be included.

We kindly ask you to **refrain from repairing** our empty containers before handing them back to our depots.

Please keep in mind that any cleaning or repair-related appeals **must be submitted through our dedicated "Cleaning & Repair Form"**. Kindly note that no other channels will be considered for either cleaning or repair-related appeals, with immediate effect.

If you should have additional questions, please contact our teams at your **location** who will guide you based on your situation.

Best regards,



Maria-Fernanda

from our Customer Communications Team



Niklas Jan

from our Customer Communications Team

Weekly operational and customer service updates



Changes or developments that could relate to your cargo planning. Easy. Online.
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