

22 September 2024

Dear Customer,

In the current challenging business environment, we endeavour to provide a consistent output so that you can deliver your cargo on time.

One of the factors for us to maintain appropriate service levels is to ensure that all documentation is issued in a timely manner. We need your partnership and cooperation to ensure payment of overdue invoices, facilitating Bill of Lading release for Exports.

Maersk will be charging a Late Documentation Fee – Export as per below where payment is overdue.

| Days | Currency | All Container Types |
|-----------------|----------|---------------------|
| 11- 17 days | USD | 250 |
| 18 onwards days | USD | 350 |

Please be guided by the due date stated on the invoice, as this will be applied should payment not be received within 10 days. This will not be applicable where credit terms are in place or for invoices which have pending disputes.

This will be in effect from 01st November 2024.

If you have any questions, please feel free to reach out to your local sales or customer service representative on our Customer Service Hotline on +94 720109420 (between 9am to 5pm on weekdays)

We appreciate your business and look forward to continuing working with you in the future.

Best regards,
Maersk Lanka