

Together we go places

Revised guidelines on Import Free time- Pan India, Nepal and Bhutan

2nd April 2020

Dear Customer,

In the wake of the recent outbreak of COVID-19 The Government of India has implemented wide ranging measures to ensure safety of the population. We are closely monitoring the situation to ensure the safety of our employees whilst working towards mitigating any possible impact to our customers' operations Our offices throughout India remain operational with all staff working remotely from the safety of their own home with adequate IT infrastructure to avoid any disruptions.

General status

As your trusted logistics partner, Safmarine is committed to being by your side during these challenging times and our colleagues continue to put efforts to keep the movement of essential supplies to India uninterrupted.

With this in view effective 2nd April onwards we have come up with Revised guidelines on the Import Free time pan India, Nepal and Bhutan.

RESOURCES:

[Login](#) or [Register](#)

[Safmarine.com onboarding](#)

[Safmarine Spot](#)

[Live Help](#) or [Raise a Case](#)

[Download Mobile App](#)

[COVID-19 Information](#)

Revised guidelines for Import Free period

As a special concession to our customers during these challenging times, we will not be charging container detention on all our Import shipments into India, Nepal and Bhutan for the period from **22nd March to 14th April (both days inclusive)**. This will be over & above any existing free time arrangement that is currently availed and agreed as a part of any negotiated contractual terms.

This concession is a one-off gesture during contingency for our customers whilst Safmarine continues to face uncertainties and added costs due to network disruptions in these times. Our invoices will reflect this change for all import delivery orders impacted.

Below are a couple of examples which demonstrate how this will work:

Example 1: If a container is discharged on 20th March, having 14 days contractual free time. As per the revised guidelines, the free time would end on 26th April 2020 and detention charges will be applicable from the 27th April (20th-21st March : 2 days & then 12 days from 15th April onwards)

Example 2: If a container is discharged on 1st April, with 10 days contractual free time, as per the revised guidelines the 1st day of free time will start on the 15th April onwards till 24th April and detention charges will be applicable from the 25th April onwards.


Together we go places

Together we go places

Frequently asked questions:

Q.1. What is the period of detention blanket waiver considered by shipping line?

A. We have considered a blanket detention waiver of a period of 24 days from 22nd March to 14th April 2020 over and above the contracted free time.

Q.2. For which countries is this blanket detention freetime applicable to?

A. The detention blanket Free time is only applicable to Imports into India, Nepal and Bhutan.

Q.3. Will this cover only Detention or Demurrage or both?

A. This change is only applicable for Imports Detention free time

Q.4. I have already paid detention for the period 22nd March to 14th April. Will I receive a refund?

A. Yes, if you have already paid detention during this period to return the containers to our drop off yards in the interim you may apply for a refund on depositslip.in. If the containers are yet to returned we will apply the detention amount paid for days post the declared detention waiver period.

Example: Detention Payment done for period 22nd to 24th March will be applied from 15th April to 17th April.

Q.5 Does this waiver apply to Port Demurrage charges and CFS ground rent charges?

A. No, the waiver is only applicable to Detention. Customers who are paying demurrage and/or CFS ground rent charges directly (e.g. DPD customers) will have to handle this directly with the respective Port/ CFS. In cases where customers are paying demurrage/ ground rent charges via Safmarine, then we will endeavour to pass through any waiver/ concessions received by these Port/CFS to our customers.

Q.6. Does the detention waiver cover special commodities that have blanket commodity free time, service contract free time, SPOT free time, any special deal and consignee free time?

A. Yes, all commodities irrespective will be covered under the blanket freetime period.

Q.7 If we are transporting cargo via merchant haulage from Kolkata to Nepal/Bhutan, will this detention waiver be applicable to my shipment?

A. Yes you will also receive the 24 days blanket freetime.

Q.8 As an export customer will I also be charged detention, and can I drop off the unused containers for free?

A. Shipping Line is yet to review the detention charges for export customers. However, we are currently allowing drop off of unused empty containers without charges that may have been picked up prior contingency on a case to case basis.

Q.9. Will I receive similar waivers for my export shipments transported by Safmarine to other countries worldwide?

A. The decision to grant 24 days blanket freetime for the mentioned period is only extended for import shipments into India, Nepal and Bhutan.

Q.10. Is the blanket free time waiver applicable for ICD shipments ?

A. Yes it covers ICD shipments too.

Together we go places

We are in constant communication with our customers to optimize the deployment of available resources. Rest assured that we are making every effort to maximize our capacity to support your needs. We will keep you updated of any changes to the current situation.

If you have any concerns and/or queries, please feel free to get in touch with your local Safmarine agent.

Sincerely,

Safmarine [Agency]

Safmarine
Together we go places