

Date: 24 Nov 2025

New Process for Damage & Cleaning Charges on Import Empty Return

Dear Valued Customer,

To improve customer experience and simplify the process, we are introducing a new process for handling **Damage & Cleaning Charges** for import empty container returns in Myanmar, with effective 22 Dec 2025.

Current Process:

Depots are collecting directly from customers for the damage or cleaning costs when return.

New process:

- Depots will NOT collect any charges from customers at the time of empty return.
- Depots will just receive empty containers gate-in, and report to Maersk, who will verify the status.
- Consignee will receive the invoice from Maersk within 15 days of empty returned date to depot and settle the payment for any applicable charges.
- Any dispute must be raised within 15 days of receiving the Liability Letter/Invoice via web [MyFinance](#) or mail to disputes@maersk.com together with supportive documents, BL numbers & Invoice number. Please expect the response from Maersk Dispute team within 5 workings days.
- No disputes will be accepted after 15 days of invoiced, will be moved to Dunning-process as usual.

Support needed from Customer(s)/Consignee(s):

- To inform Maersk for correct email address or any mail changes for receiving invoice respectively.
- To record the container condition for just in case any dispute later.

We request you ensure payment or submit disputes on-time basis to avoid unexpected costs arising from late or outstanding payment due to any reason. In case of any questions, please contact your local representative.

Yours faithfully,
Maersk Line Myanmar Limited