



## **Cargo Plus Container Transport**

### **Import Service Standards**

#### **Full Container Delivery**

- Our delivery policy is to deliver within the free time at the port if the fully cleared container(s) and cartage advise have been received prior to vessel arrival.
- Please monitor MPI, Line or Custom Status as well as any other holds. Cargo Plus cannot be held responsible for the clearing of holds
- If an empty requires dehire before delivery of a full container; our dehire notice period of two working days will still apply as normal.
- If documentation is received after vessel arrival, these will be delivered on the next shift with viable VBS slots to accommodate.
- If a requested delivery date is required, please provide documentation with a cleared container that is visible on PortConnect and instructions three working days prior. We will attempt to deliver on that date or alternatives will be given based on current Port limitations.
- AM delivery requests require that the site is open to receive from 7am at the latest. Any delays may result in waiting time charges.
- Delivery instructions are required to be provided with paperwork for us to guarantee a VBS, we can't commit to a VBS if you can't commit to delivery instructions.
- When delivery instructions are requested and not received in writing, the container is still considered not ready to deliver. Contact numbers are not considered delivery instruction
- Sites sent to us are assumed to be accessible for a 40ft swing lift. Any concerns should be communicated to us with so that we can arrange a site inspection if required.

#### **Empty Container Dehire**

- If an empty requires dehire before delivery of the next container(s); our dehire notice period of two working days will still apply as normal. Please communicate with our office before deliveries are actioned.
- Dehire policy is to dehire within two working days of email notification not including date received.

- Any container without a confirmed dehire depot will not be considered 'ready to dehire.
- Notifications after 3pm are considered as received the following working day.
- If an empty requires dehire before delivery of a full container; our dehire notice period of two working days will still apply as normal.

### **Hazardous Containers**

- Hazardous containers will not be considered ready to deliver until receipt of correct hazardous documentation.
- Cargo Plus accepts no responsibility on the demurrage of dangerous goods containers due to the limited timeframe available to uplift these containers from the Port.

### **Heavy Containers**

Our fleet makeup is Side lifters and our maximum weight that they can legally carry is below

40FT = 27000KG's, based on the container being evenly loaded

20FT = 26000KG's, based on the container being evenly loaded