**Frequently Asked Questions**  
A person sitting at a desk looking at multiple screens

Description automatically generated  
  
**General Questions:**  
**Q:** **What types of containers do you offer?**  
**A:** Global Container Exchange offers a wide range of containers including 20ft, 40ft containers. Our inventory includes standard dry containers, high cube containers, refrigerated containers, and specialized equipment to meet your needs.  
  
**Q:** **Where do you operate?**  
**A:** Global Container Exchange operated in 89 countries across Asia, Europe, and North America, with 410 depots strategically located worldwide. This extensive network allows us to serve freight forwarders, custom brokers, and shipping carriers globally.  
  
**Q:** **How do you ensure Container Quality?**  
**A:** All our containers undergo rigorous IICL (Institute of International Container Lessors) inspections upon arrival. We maintain strict quality control standards and provide comprehensive insurance coverage to ensure your cargo’s safety and security.  
  
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Leasing Questions:  
  
**Q:** **What are your typical lease terms?**  
**A:** Our average lease duration is 60 days, but we offer flexible terms to match your specific needs. Rates vary by country and container type, with typical rates around $XX.XX for a 20ft container and $XX.XX for a 40ft container. We also offer master term deals across 89n country network.  
  
**Q:** **What. Documentation is required for leasing?**  
**A:** Required documentation typically includes:  
- Business registration / license.  
- Proof of insurance.  
- Credit references.  
- Signed lease agreement.  
-Valid identification.  
  
**Q:** **Can I extend my Lease period?**  
**A:** Yes, lease extensions are available subject to container availability and current market conditions. We recommend notifying us at least 7 days before the end of your current lease term.  
  
Buying Questions:  
  
**Q:** **Do you sell New & Used Containers?**  
**A:** Yes, we offer both new and used containers. We produce 7,000 new containers monthly and maintain a large inventory of quality used containers. All containers are thoroughly inspected and certified before Sale.  
  
**Q:** **What payment methods do you accept?**  
**A:** We accept various payment methods including:  
- Wire transfers.  
- Credit Cards.  
- Pay Pal  
- Pay Pal buy now Pay later \*(OAC)  
- Bitcoin  
  
**Q:** **Do you offer delivery services?**  
**A:** Yes, we can arrange container delivery through our global network of trusted transportation partners. Delivery costs vary based on location and distance from our nearest depot.  
  
Support & Service Questions:  
  
**Q:** **How can I contact your customer support?**  
**A:** Our customer support team is available via:  
- E-mail  
- Phone  
- WhatsApp  
\*We provide global support across different time zones to ensure prompt assistance.  
  
**Q:** **What happens if there is damage to a leased container?**  
**A:** All of our containers are insured, and we have a comprehensive damage protection program. Any damage should be reported immediately to our support team, who will guide you through our claims process.  
  
**Q:** **Do you offer Container tracking services**  
**A:** Yes, we provide container tracking capabilities through our online platform, allowing you to monitor your containers’ location and status in real time.   
(\*Want us to add this feature!! ☺)  
  
Business Partnership Questions:  
  
**Q:** **Do you offer volume discounts?**  
**A:** Yes, we provide competitive volume pricing for both leasing and purchasing. Contact our sales team for customized quotes based on your volume requirements.  
  
**Q:** **Can I become a reseller or affiliate?**  
**A:** Yes, we offer affiliate partnership opportunities. Our affiliate program allows partners to expand their business by accessing our global network and inventory while maintaining their local market presence.