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# Empty Return policy for Damaged Containers-United Arab Emirates

1 December 2019

United Arab Emirates

Asia Pacific

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To keep offering you a broad portfolio of world class services and improve your experience, we are improving our container empty return policy.

Based on your feedback we understand that the current damage container acceptance process leads to additional cost with trailer turnaround time, dispute on damage charges and lot of coordination leads to a poor experience.

To mitigate this, in an industry first, we will be accepting all damaged containers after inspection without a repair fee, except for containers with severe damages as explained below:

- Accidents – vehicle accident, toppled down, fire accidents
- Abandon / decay cargo left
- Hazardous cargo spill/ contamination

To cover this hassle-free process Maersk is revising the Import Service Fee (IMP) for all cargo discharging into United Arab Emirates on or after 1st January,2020 for Non- Regulated and Regulated Countries by AED 25.

The revised tariff amount is detailed as follow:

Surcharge Code : IMP

Origin	Destination Port	Cargo Type	Currency	ALL20 Size	ALL40 size
World	Jebel Ali,UAE	DRY, REEF	AED	139	182
World	Abudhabi,UAE	DRY, REEF	AED	56	98
World	Sharjah,UAE	DRY, REEF	AED	152	152
World	Ajman,UAE	DRY, REEF	AED	152	152

We would like to take this opportunity to say thank you for doing business with us. As the world’s leading shipping company, we strive to be your reliable shipping partner, propelling your business forward and supporting your growth ambitions.

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

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