



COVID-19 Customer Update

Detention Waiver

Dear Valued Customer,

In response to the increased COVID-19 Alert Level 4 in New Zealand, Ocean Network Express (ONE) will be implementing Temporary Terms to the ONE New Zealand Tariff.

With effect from 26 March 2020 to 23 April 2020, the following temporary terms will apply:

New Zealand Import and Export Detention

We will waive the detention incurred effective from 26 March 2020 to 23 April 2020.

Please note: The standard tariff free time and/or customer specific free time will not be added in addition to the detention waiver period and the clock will start to count as per standard terms.

Port storage / demurrage will still be billed directly by the port involved. Ports in New Zealand have confirmed they are not offering extended demurrage or on wharf storage beyond their standard tariff terms, with charges applied on any unit remaining on dock after expiry of free time.

We will continue to keep you regularly updated on the situation which can change very rapidly, depending on local regulations and the release of updated government guidelines.

Thank you for your continued support to **ONE** and we trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities.

If you have any questions, contact your local ONE office on **0800 367 663**