



Customer Advisory Charge Update

Jun 4th, 2024

ZIM Ecommerce Xpress (ZEX) – Cancellation Fee

Dear ZIM Customer,

We would like to update you that the ZEX service will start to implement cancellation fee applicable to both ZIM Expedite and ZIM Fast services, until further notice. The applicable Port of Origins are Yantian and Haiphong (Cai Lan).

The 1st effective voyage will be as below:

- From Yantian: Seaspan Loncomilla (SL7) V.21E, ETA 17-Jun
- From Haiphong (Cai Lan): Spyros V (XZP) V.31E, ETA 23-Jun

The details of the cancellation fee are as below:

SHIPMENT BOOKING CANCELLATION OR AMENDMENTS	SHIPMENT BOOKING CANCELLATION, AMENDMENTS & NO-SHOW CHARGES
LESSER THAN 5 DAYS PRIOR TO ASIA ORIGIN PORT ARRIVAL	US\$200/CONTAINER
BOOKING NO-SHOW OR ANY QUANTUM OF CONTAINERS; OR QUANTUM OF CONTAINERS TENDERED LESSER THAN BOOKING CONFIRMATION AT THE TIME OF ASIA ORIGIN PORT ARRIVAL	HALF PAYMENT IN ACCORDANCE TO ZEX SERVICE PUBLISHED TARIFF RATES

The above charge is in addition to the applicable base freight charges, THC, bunker, ESS and security-related charges which are provided in [ZIM's Tariff Calculator](#), as well as other charges for additional services, local charges and contingency charges, subject to monthly review and update.

For further details, kindly contact ZIM local Sales.

Sincerely,

ZIM Integrated Shipping Services

ZIM Integrated Shipping Services Ltd

www.ZIM.com

