



FMC DETENTION & DEMURRAGE REGULATION

Valid only in the USA

Carrier is a non-vessel-operating common carrier (NVOCC) operating under the U.S. Federal Maritime Commission's regulations with a published tariff in compliance with 46 CFR Part 520.

In compliance with 46 CFR 541.6(d), questions or requests for fee mitigation, refund, or waiver in connection with detention and demurrage billing may be directed to Carrier at the following contact:

Email: disputes@dexpell.com

Tel: 551-347-8518

Questions or requests for fee mitigation, refund, or waiver in connection with detention and demurrage billing must include the following: 1) invoice number; 2) container number, 3) bill of lading number (or booking number, if applicable), 4) reason for dispute, for example, incorrect free time; incorrect rate; incorrect date(s); or operational issue; and 5) documentation supporting the reason for dispute.

Pursuant to 46 CFR 541.8, requests for fee mitigation, refund, or waiver in connection with detention and demurrage billing must be submitted to Carrier in writing within 30 calendar days from the invoice issuance date. Carrier will attempt to resolve requests within 30 calendar days of receipt of such a request or at a later date as agreed upon by both parties.

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