

Any requests for fee mitigation, refunds, or waivers related to any demurrage or detention invoice may be submitted to demurrage.detention@shipco.com. Please attach any relevant documents to your request.

1. Prepare all relevant documents, including the bill of lading/arrival notice, invoice, and any supporting evidence.
2. Submit your request via email to demurrage.detention@shipco.com with the subject line 'Fee Mitigation/Refund/Waiver Request'.
3. Attach all relevant documents to your email and include a detailed explanation of the reason for your request."

For any questions or concerns regarding your request, please contact us at:

Email: demurrage.detention@shipco.com

Phone: (973) 457-3299

Submission Deadline: Requests must be submitted within 30 calendar days from the invoice issuance date.

Resolution Period: We will confirm receipt and attempt to resolve your request within 30 calendar days of receiving it.

We certify that the charges on your invoice are consistent with FMC rules and that our performance did not cause or contribute to the underlying charges.