



Ocean Shipping Reform Act (OSRA) Demurrage & Detention Dispute Resolution

As required by the Federal Maritime Commission regulations, please direct questions or requests regarding Demurrage and Detention fee mitigations, refunds, or waivers, to the DHL Disputes Resolution Team at dgf.usofr.disputes@dhl.com.

For non-Demurrage or Detention fee mitigations, refunds, or waivers, please contact your customer service representative, contact details are listed on the invoice.

Your Demurrage and Detention mitigation request must include at a minimum the following details.

- **Client Name**
- **Invoice Number**
- **Invoice Date**
- **Line Item:** [This is the line item on the bill]

For each container submitted in your request, please include:

- **Container number:** [As listed on shipping documents]
- **Calendar Detention Day(s) Disputing:** [Enter date of each day disputed]
- **Calendar Demurrage Day(s) Disputing:** [Enter date of each day disputed]
- **Dispute Amount:** [Amount for all line items being disputed for each container]
- **Reason for Dispute** [Detail reason for each day in question]

Any request for fee mitigation, refund, or waiver related to Demurrage and Detention must be made in writing within thirty (30) calendar days of the date on the invoice to which the dispute relates. While the above information is the minimum that must be provided, we reserve the right to require additional information should it be needed. If we request additional information, then additional time will be granted to you to provide us with such additional information.

Carrier will attempt to resolve any such request within thirty (30) calendar days of receipt of all necessary information.

This disputes form complies with the Dispute Resolution requirements under 46 CFR 541.6(d). Disputes are not considered valid unless filed timely with the required minimum information as set forth herein.

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