

To valuable customer,

1. Dispute demurrage or detention (per diem) invoice(s)

(A) This Dispute Resolution Process is for the demurrage or detention (per diem) invoice(s) you may want to dispute. We require you to follow the below instruction in order to resolve your dispute smoothly and timely.

(B) According to 46 CFR Part 541.8, any disputes should be made within 30 calendar days from the invoice issuance date. Failure to timely dispute could result complications or delays in any potential resolution..

(C) Please complete the attached application of dispute along with the evidence(s)/documentation that can support your dispute.

[Dispute Registration Form](#)

(D)Once you complete the item © above, please send the application along with evidence(s)/documentation send to the person in charge, below contact information for your reference.

1) For demurrage: Please Contact your local Evergreen sales representative and/or Customer Service Department of the office that issued the invoice. For contact information of each Customer Service Department, please refer to clause 2.(A).

2) For detention (per diem), please contact the office that issued the invoice:

a) Dallas office:

Email: DallasPerDiem@evergreen-shipping.us

TEL: 972-246-5531, 972-246-5536

b) For New York office

Email: NYCPerDiem@evergreen-shipping.us

TEL: 201-761-3167

c) For Los Angeles office

Email: LAXPerDiem@evergreen-shipping.us

TEL: 714-822-6945

2. To verify about demurrage or detention (per diem) invoice(s): Please contact Customer Service Department of the office that issued the invoice. Detailed contact information is as below,

(A)Demurrage

1) Import:

a) For Dallas office:

Email: dlstfcimp@evergreen-shipping.us

TEL: (972) 764-1350,

b) For Los Angeles office

Email: laxtfcimp@evergreen-shipping.us

TEL: (714) 822-6841~6849

c) For New York office

Email: tfcimp@evergreen-shipping.us

TEL: (201) 761-3488,

2) Export:

a) For Dallas office:

Email: dlstfcexp@evergreen-shipping.us

TEL: (972) 764-1330,

b) For Los Angeles office:

Email: laxtfcexp@evergreen-shipping.us

TEL: (714) 822-6861~ 6868,

c) For New York office:

Email: tfexp@evergreen-shipping.us

TEL: (201) 761-3489

(B) For Detention (Per Diem):

1) For Dallas office

Email: DallasPerDiem@evergreen-shipping.us

TEL: 972-246-5531, 972-246-5536

2) For New York office

Email: NYCPerDiem@evergreen-shipping.us

TEL: 201-761-3167

3) For Los Angeles office

Email: LAXPerDiem@evergreen-shipping.us

TEL: 714-822-6945