Customer Advisory

Date: 09th October 2026
Dear Valued Customers

Subject: Policy Update: Shipper's Full Responsibility for General Cargo Misdeclaration

Please be informed that the Misdeclaration Fee applicable to general cargo and the acceptable weight deviation criteria have been revised in line with market practices.

The revision is implemented to strengthen compliance and mitigate risks arising from inaccurate cargo declarations, including potential customs penalties, operational disruptions, and safety concerns.

1. The misdeclaration fee for general cargo has been revised to **USD 5,000 per unit**, applicable in cases of cargo misdeclaration.
2. Any difference between the declared VGM and/or Bill of Lading weight and the verified actual weight exceeding **3 metric tons** will be considered a weight misdeclaration and will attract a misdeclaration fee of **USD 5,000 per unit**.

The above changes are effective immediately.

Customers are requested to ensure that all cargo descriptions, shipment details, and declared weights provided to ESL are accurate and complete to avoid potential additional charges, delays, or regulatory implications.

ESL reserves the right to request additional information, verify shipment details, reject bookings, or decline cargo acceptance where cargo information is incomplete, inaccurate, or requires further verification. Where a cargo misdeclaration is identified, ESL reserves the right to recover from the **Shipper** all associated costs, liabilities, penalties, damages, and applicable Line Administration Fees resulting from the misdeclaration.

Should you have any questions, please feel free to contact your local customer service representatives.

Thank you for your continued cooperation and support.