1. DELIVERY

DOCUMENTS REQUIRED FOR DELIVERY ORDER

**Delivery Order against ORIGINAL MASTER B/L:**

- Original Master B/L (with complete endorsement i.e. Consignee, forwarder and bank)
- Complete address stamp of Consignee & Clearing Agency or both
- If OBL is “TO ORDER” of a Bank/Shipper (Bank/Shipper must endorse/stamp)
- CMA CGM payment receipt of (freight, local charges, demurrage, and container deposit)
- In case of “No container deposit” fill out undertaking. Click “Annexure 1”
- Customs Declaration/Entry
- Duty Receipt

**Delivery Order against SEA WAY MASTER B/L:**

- Seaway Master B/L (with complete endorsement i.e. Consignee, forwarder and bank)
- Complete address stamp of Consignee & Clearing Agency or both
- Seaway bill must **NOT** be “TO ORDER”
- CMA CGM payment receipt of (freight, local charges, demurrage, and container deposit)
- Customs Declaration/Entry
- Duty Receipt

**Delivery Order against TELEX RELEASE:**

- Telex Release Message
- Complete Letter of Indemnity (Print on Consignee letter heard, stamp, sign).
  Click “Annexure 2”
- If consignee is a company (add Agency ID)
- If consignee is individual (add Agency ID and Individual ID)
- CMA CGM payment receipt of (freight, local charges, demurrage, and container deposit)
- Customs Declaration/Entry
- Duty Receipt

**Note:**
Customer must ensure an approved compliance in GICCS before approaching CMA CGM Release DESK
1.1 Release Desk/DO Counter Timings
Below timings will be observed throughout the year except for Bank/Public Holidays

Monday to Friday
- Working 8:00 am to 12:30 pm
- Lunch 12:30pm to 1:30 pm
- Working 1:30pm to 5:00 pm

2. REFUNDS

2.0 Documents for Refund of Container Deposits
- Fill out refund form and attach below documents. Click "Annexure 3"
- Original payment receipt of all invoices(Container Deposit, local charges, demurrage)
- Original Delivery Order
- Original EIRs(Interchange)
- Copy Valid Agency/Company ID

2.1 Refund Counter Timings
Below timings will be observed throughout the year except for Bank/Public Holidays

Tuesdays, Wednesdays and Fridays
- Working 8:00 am to 12:30 pm
- Lunch 12:30pm to 1:30 pm
- Working 1:30pm to 5:00 pm

2.2 Cashier Counter Timings
Below timings will be observed throughout the year except for Bank/Public Holidays

Monday to Friday
- Working 8:00 am to 12:30 pm
- Lunch 12:30pm to 1:30 pm
- Working 1:30pm to 4:00 pm

Note:
Refund money is payable only to the person on ID submitted
Cashier closes at 4:00 pm
3. ANNEXURES

3.1 Annexure 1

Company’s letter head

Registered address (not postal address)

TEMA, (date)

THE COMMERCIAL MANAGER
CMA CGM GHANA LTD
P.O. BOX 587
TEMA

UNDEARTAKING

We………………………… hereby undertake to return the empty container(s) back in sound condition to your depot within 5 (FIVE) clear days from the date of collection irrespective of the fact that we continue to pay the demurrage charges during the period. That we accept full liability for any damage caused to the container(s) while being transported to and from the unstuffing site and while the container(s) is in our custody.

We indemnify and hold the vessel, her owners, charterers, operators, agents and masters free from all demands, claim, liabilities, losses, cost damage or expenses which may arise while the container(s) is under our control.

We………………………… further undertake to pay to you upon first written demand, whatever sum that has been stated and established by a proper damage assessor nominated by Cma-Cgm Ghana Ltd.

We further undertake to indemnify you against any proceedings instituted against you in respect of the said container(s) and also deliver to you if called upon to do so at any time while it is in our custody.

Stamp

Signature
Managing Director
LETTER OF INDEMNITY (on company letter head)

Date:

To: CMA CGM
4 Quai d'arenc 13002 Marseille
France

Shipment's references:

Vessel: ............................................................  Voyage n°: ..................................................

Port of loading: ..............................................................................................................

Port of discharge: ...........................................................................................................

Bills of Lading n°: ...............................................  Date : ................................

Container(s) n°: 1/ ...............................................................  2/ ...............................................................   in case of more than 2 containers for the b/l, please mention them on attached list

Description of goods: .................................................................................................

Value of goods: .........................................................................................................  (invoice copy to be attached)

Shipper: .....................................................................................................................

Consignee: ................................................................................................................

Dear Sirs,

As per above mentioned shipment's references, the goods were shipped on the vessel but the relevant bills of lading have not yet arrived

We hereby request you to deliver the goods to Messrs
...............................................................  [full style name and address of the specific party]
or to such party as you believe to be or to represent ......................................... or to be acting on behalf of Messrs .......................................................... without production of the above original bills of lading
LETTER OF INDEMNITY

In consideration of your complying with our above request we hereby agree as follows:

1. On your first demand and without any justification, within 48 hours of demand, to indemnify you, your servants and agents and to hold all of you harmless in respect of any liability, loss or damage of whatsoever nature which you may sustain by reason of
   * delivering the goods to above mentioned persons
   * issuing a new set of original bills of lading
   in accordance with our request.

2. In the event of any proceedings being commenced against you or any of your servants or agents in connection with the delivery of the goods as aforesaid to provide you or them from time to time with sufficient funds to defend the same.

3. If the vessel or any other vessel or property belonging to you should be arrested or detained or if the arrest or detention thereof should be threatened, to provide on your first demand and without any justification within 48 hrs such bail or other security as may be required to prevent such arrest or detention or to secure the release of such vessel or property and to indemnify you in respect of any loss, damage or expenses caused by such arrest or detention whether or not the same may be justified.

4. As soon as all original bills of lading for the above goods shall have arrived and/or come into our possession, to produce and deliver the same to you whereupon our liability hereunder shall cease.

5. The liability of each and every person under this indemnity shall be joint and several and shall not be conditional upon your proceeding first against any person, whether or not such person is party to or liable under this indemnity.

6. The obligations of each and every person under this indemnity shall be irrevocable and unconditional under any and all circumstances and shall not be subject to any reduction, offset, and deduction for any reason whatsoever.

7. That no statement relating to the contents, quality, description or value of the above mentioned cargo shall limit in any way our responsibilities and liabilities or exempt either of us from the said liabilities and responsibilities in respect of meeting any obligations falling on both of us in this respect.

8. This indemnity shall be construed in accordance with French Laws and each and every person liable under this indemnity shall at your request submit to the jurisdiction of the Courts of Marseille.

Yours faithfully.

For and on behalf of

Company name:
Official title:
Name:
Authorized signature
REQUEST FOR REFUND

Our ref: CMA CGM/RFND/2018/xxx Date: 19/11/2018

In respect of:
B/L Number .................................................................
Vessel: ................................................................. Voyage: ............................................................
Consignee: ............................................................
Clearing Agent .......................................................... Agent Name ..............................................
Email ................................................................. Telephone: ..............................................................
Signature ............................................................

Please make sure that you have all the following documents before requesting for refund (tick as appropriate and fill in the blanks)

- [ ] Original Delivery Order
- [ ] All original receipt of payment
- [ ] Original Return Interchange
- [ ] Copy of your Agency I.D.
- [ ] All original invoices
- [ ] Copy of your ID

Please note that we will not accept and process the file in case of missing document.

For any original document missing, please provide a SWORN AFFIDAVIT duly delivered by the Commissioner of Oath.

We acknowledge receipt of the documents listed above

Received by Bernice SENYO | CMA CGM Ghana Date:
Signature

............................................................

Note: Please check the due date to collect your refund

<table>
<thead>
<tr>
<th>Request Received</th>
<th>Collection date</th>
<th>Collection Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday</td>
<td>Friday</td>
<td></td>
</tr>
<tr>
<td>Wednesday, Thursday</td>
<td>Tuesday</td>
<td>02.00 to 04.00 PM</td>
</tr>
<tr>
<td>Friday</td>
<td>Wednesday</td>
<td></td>
</tr>
</tbody>
</table>
Generic Emails:

General Inbox: tma.genmbox@cma-cgm.com
Customer Care: tma.customerservice@cma-cgm.com
Booking desk: tma.exportbooking@cma-cgm.com
VGM: tma.vgmcontact@cma-cgm.com
Import: tma.importdocs@cma-cgm.com
Export: tma.exportdoc@cma-cgm.com
Manifest: tma.manifest@cma-cgm.com
Operations: tma.operations@cma-cgm.com
Intermodal: TMA.TBL@cma-cgm.com
Logistics: TMA.ILS@cma-cgm.com
Sales: tma.sales@cma-cgm.com
Account: tma.accounts@cma-cgm.com
Demurrage/Detention: tma.demdet@cma-cgm.com
Ecommerce: tma.ecommerce@cma-cgm.com
IT: tma.it@cma-cgm.com
Website: tma.ghanalocalwebsite@cma-cgm.com
Invoice: tma.invoice@cma-cgm.com