

India – New Dispute Handling

Dears,

With effect from **July 1, 2019**, we will launch a new standardized “Customer Dispute Request” process, which will improve response times to your invoice disputes.

If you deem that charges need to be disputed, please visit the [Hapag-Lloyd website](#), search “Offices & Local Information” for India, access the Dispute template from the “Customer Dispute Request” tab and complete the same following the available instructions within the template.

The template captures information in a more structured way, allowing us to process your disputes faster and more efficiently. To submit your dispute, kindly attach the filled in template to your email and send to INDISPUTE@hlag.com and you will receive an assigned dispute handling number for easy reference and file management.

We believe this new process will allow us to manage all dispute resolutions in a far more productive manner ultimately leading to improved turnaround times.

We are here for you - if you have any questions or comments, please contact your local [Hapag-Lloyd office](#) or send me an [email](#).

Best regards,



Christian

From Your Customer Communication
Team

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