



Subject COVID-19 Customer Advisory – Impact on Air & Ocean Freight

Dear Customer,

The situation as of 4 February 2020, is as follows:

All companies in China have been requested to extend the Lunar New Year holiday. Some affected provinces are not planning on returning to work until 10 February. Hubei province is planning to reopen on Friday 14 February. Please note that Hong Kong is currently unaffected.

For DHL Global Forwarding offices in Mainland China, office re-open dates will be varied. For details, please refer to [DHL Global Forwarding Offices Re-open Dates](#).

Ocean Freight

At present, we are not taking bookings for shipments to or from Wuhan, but we are taking bookings to and from all other ports in China.

If you have a shipment currently heading to Wuhan, this is likely to be diverted to another port.

Air Freight

With immediate effect, DHL Global Forwarding will not forward any air freight shipments to mainland China prior to the revised end of Lunar New Year dates, unless we have written confirmation that the consignee can accept the cargo and arrange customs clearance. DHL Global Forwarding can accept no responsibility for any additional charges incurred as a result of cargo arriving in China during this time.

Rail Freight

Eastbound trains to China are running as per the normal schedule, however, the first Westbound train to leave China following Lunar New Year is currently scheduled for Wednesday 12 February.

All Air Freight Shipments

The aforesaid situations are unforeseeable and outside the reasonable control of DHL Global Forwarding and in the nature of 'force majeure', thereby creating impediment/s to DHL Global Forwarding in providing its services to its customers.



DHL Global Forwarding shall be relieved of any liability under any contract for services to and from China if, and to the extent that, such liability is caused by the consequences of outbreak of coronavirus.

In view of the aforesaid force majeure situation, DHL Global Forwarding reserves the right to modify all or part of its services to and from China, to change its working procedures and the agreed rates, to charge surcharges or otherwise to take measures to adjust its business operations and obligations towards customers to the then prevailing circumstances arising as a consequence due to outbreak of Coronavirus.

We are in close contact with our airline and shipping line partners and assure you that we will work with the different parties involved to minimize any impact on your shipments.

Thank you for your understanding

Kind regards

DHL Global Forwarding