



PO Box 2191  
Lae 411, Morobe Province  
Papua New Guinea  
+675 478 3000  
www.consort.com.pg

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# Customer Advisory

## Container Return Process Update

Dear Valued Customers,

As part of our commitment to maintaining high standards in container quality and safety, we are updating our container return process, **effective 1<sup>st</sup> of December 2024**.

This update includes the implementation of damage fees for any containers returned in unsatisfactory condition. Our fees are as follows:

Container Type	Damage	Fees (PGK)
20/40 GP & REEFER	Minor Damage (scratches/dents)	PGK 550
20/40 GP & REEFER	Major Damage (floor/wall damage)	PGK 5,500
20/40 GP & REEFER	Write Off	PGK 10,000

To avoid charges, please ensure the following:

1. **Check for any damage** and document the container's condition upon receipt and before returning. Photos are highly recommended as a record.
2. **Report pre-existing damages** to our team immediately upon receipt or during the time container is under your possession.

Please do not hesitate to [contact](#) your local Consort agency representative directly if you have any further questions.

We thank you for your continued support and understanding.

Kind regards,

Consort Express Lines