



RÖHLIG AUSTRALIA PTY LTD

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October, 2014

Dear Valued Client,

Please note peak season is upon us, it is important that we do not become complacent due to the almost "non-event" of the peak season over the last couple of years. It could be easy to forget many of the issues we faced in 2011 at its peak but also in previous years.

What us, Rohlig Australia are doing about this?

- We will endeavour to pre-customs clear shipments so we are able to collect and deliver to you as soon as the containers become available at the wharf.
- Upon scheduling delivery we will advise you in writing of when the empty container/s needs to be returned in order to avoid detention

What you, our client can do to save additional charges?

- Ensure we are receiving all required documentation within minimum 4 working days prior to arrival
- Consider having more flexible opening times for receipt's of containers ,or communicate with Rohlig staff for other alternatives
- Ensure that as soon as the container is empty that you notify us in writing.

Rohlig Australia will endeavour to do everything possible to avoid additional costs for your company over this period. Please be advised that in accordance to our Trading Conditions we will bill container detention charges where applicable.

For additional information please see WA Port Operations Task force media release.

Yours sincerely,

Rohlig Fremantle team.