



**November 27, 2020**

## **CONTAINER REFUND**

We have noticed that a large number of customers are still requesting for payment via cheque instead of online wire transfers. As you are aware refund payments via cheque is not very efficient. Customer not only have to physically come to our office to collect the cheque but also present them to their banks for clearing and this whole process may take days. Further there is always the danger of losing the cheque while commuting back and forth.

We are therefore moving away from refund payment via cheque and adopt payment only by wire transfer.

All refunds effective January 1, 2021 would be only through wire transfers to the account number mentioned in a letter submitted in ORIGINAL with documents like OBL, telex etc before obtaining the Shipping line Delivery order. The draft of the letter is as below which **MUST be printed on consignee letter headed paper and signed by authorized signatory.**

Download from <https://billing.grimaldi-nigeria.com/Document/DraftIndemnityForOnlineRefund.doc>

If there is no letter provided at the time of release, refund payment would ONLY be done to Consignee bank account as per OBL.

Please contact our customer care center for issues.  
Email us at [contact@grimaldi-nigeria.com](mailto:contact@grimaldi-nigeria.com) and/or Call us on 070044446666

THANKS  
MANAGEMENT

Date:

To: GRIMALDI AGENCY NIGERIA LIMITED

**LETTER OF AUTHORIZATION AND INDEMNITY IN RESPECT OF CARGO RELEASE AND REFUNDS**

1. I/we, the undersigned, hereby request and authorize you to release my/our vide **BL NO** \_\_\_\_\_ cargo to \_\_\_\_\_ [Agency name].

2. I/we further request and authorize you to pay container refunds (if any), into the following Consignee Bank account or AGENCY Company Bank account as below:

**Account Number (NUBAN)**

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**Account Name:** \_\_\_\_\_

**Bank:** \_\_\_\_\_

3. In consideration of your agreeing to act on the request and authorization above I/we hereby agree and undertake:

- a. To fully indemnify and at all times keep you, your affiliates, group companies, subsidiaries and all related entities fully indemnified from and against all claims and demand, actions and proceedings, losses, expenses and costs (including legal costs on a full indemnity basis) and all other liabilities of whatsoever nature or description resulting directly or indirectly from your reliance on the instructions in paragraphs 1 and 2; and
- b. That you shall not be responsible or liable for the non-performance of your obligations hereunder by reason of any cause beyond your control.

4. I/We also undertake (in the case of containerized cargo) that:

- a. Empty container(s) will be returned to the agency/terminal container yard in the same condition they were received;
- b. If the containers are not returned in the same condition they were received, we shall pay all cost/expenses necessary to repair the containers;
- c. If the containers are not repairable or if they are not returned, we shall pay their replacement cost; and
- d. We shall pay any demurrage that may accrue as a result of delay in returning the container(s).

5. You shall be entitled in your absolute discretion to refuse to comply with any instruction which in your opinion are unclear or ambiguous or which may cause you to contravene any laws, regulations or directives for the time being in force and you shall not incur any liability whatsoever to me/us as a result of such refusal to act.

Yours faithfully,

For and on behalf of: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_