

CUSTOMER ADVISORY

Late Cancellation Penalty Charge

25th June 2025,

Dear valued customers,

We would like to inform you of an important update to our booking cancellation policy, effective July 25, 2025.

To enhance space utilization and service reliability, a cancellation fee will apply for bookings canceled within 7 calendar days prior to the Estimated Time of Departure (ETD).

Cancellation Charges:

- **VND 1,350,000 (VAT included) per TEU for all long-haul shipments**
- **VND 540,000 (VAT included) per box for Intra-Asia shipments**

Each booking can be delayed once without penalty. If delayed again or eventually cancelled, a penalty charge will be applied.

We appreciate your understanding and cooperation. Should you have any questions, please feel free to contact your local representative.

Best regards,

MSC VIETNAM COMPANY LIMITED