

## UK Empty Exec Procedure

### UPDATE – May 2024

From Monday May 13th, HL will no longer respond to restitution requests. All restitution details will be provided to the customer on their release note which has been the case since December 2022. However, from the date above any amendment to the return point will likewise be notified to the email address that the original release was sent to. Therefore, you must confirm the restitution point with your customer. You will only need to contact the [nonexecempty@hlag.com](mailto:nonexecempty@hlag.com) mail address if your unit is not booked at the designated depot or you wish to amend the restitution to an OOH point of return:

**THIS MUST BE CLEARLY STATED IN THE SUBJECT LINE** so that we can identify these requests.

### Empty Exec Change of process from December 2022

#### Merchant Haulage Containers

Please be advised that from 5<sup>th</sup> December 2022 we will close the emptyexec@hlag.com email box and will no longer process return requests through this process.

From 5<sup>th</sup> December 2022, all restitution points will be notified to the importer via the release notification sent by Hapag Lloyd when release is issued.

Your unit will need to return to this designated point and will be pre booked. If for any reason this is not the case, you must email the new email [nonexecempty@hlag.com](mailto:nonexecempty@hlag.com) and we will then re-process it. Likewise, any MH change of restitution requests must be sent to this email address also. PLEASE NOTE change of restitution may be liable to a GBP 450.00 drop off charge unless exemptions are already in place.

#### Carrier Haulage Containers

Restitution points will be on the work order and units must return to the designated place. Any change of restitution must be emailed to [gbhauque@hlag.com](mailto:gbhauque@hlag.com) – please note THIS IS FOR CH ONLY. Any MH requests sent to this box, will be ignored.