

Shipping from/to Mainland China and Hong Kong? Here's an update on our invoice dispute process

If you are shipping from/to Mainland China and Hong Kong, please note that we launched a new standardized "Customer Dispute Request" process, which will improve response times to your invoice disputes.

If you deem that charges need to be disputed, please visit the Hapag-Lloyd website at www.hapag-loyd.cn, search "Offices & Local Information" for East Asia-China, access the [Dispute Form](#) from the "Local Notification & Documents" tab and submit your details there.

Kindly keep in mind that this procedure will be the only channel to apply for invoice disputes effective from **April 1, 2023**.

If you should require additional information, please contact our customer service team at your location, who will guide you based on your individual situation. As an alternative, please send a mail to China@service.hlaq.com / Hongkong@service.hlaq.com for more detailed information.

How to access

Log-in HPL webpage-Select "Service&Information"- "East Asia"- "China"- "Local Notification & Documents 本地通知及文件"-click "[Dispute Form](#)"

