

USA Detention and Demurrage Charge Dispute Process

To initiate a dispute on demurrage or detention charges, provide the following information to Hillebrand Gori USA at usrcollections@hillebrandgori.com within thirty (30) days of the invoice. Hillebrand Gori USA will respond within thirty (30) days from the date of the query.

Today's Date MM/DD/YY	
Company	
Contact Name	
Contact Telephone number	
Contact Email address	
Hillebrand Gori Invoice number	
Bill of lading number	
Container number(s)	
Charge(s) disputed	
Amount in dispute	
Provide the reason for dispute and attach additional documentation needed to validate the claim to: usrcollections@hillebrandgori.com	

v05092024