

FAQ: CONTAINERS

- **Demurrage period (Imports) and Cut Off (Exports)**
Check our website www.terminalzarate.com.ar

- **Business hours:**
Mondays to Fridays 8AM to 5.30PM – Saturdays 8AM to 12AM

- **What documents should you present in order to be accepted as client?**
You should send an e-mail to facturacion@tz.com.ar or by fax to 03487-429185 including copies of: CUIT – IIBB – Impositive Exemptions.

- **Means of payment:**
 - Cash (pesos or dollars) up to 10.000 pesos or its equivalent in foreign currency.
 - Check issued in the name of Terminal Zárate S.A. – Non transferable and crossed cheques.
 - Wire transfer: Bank: HSBC BANK ARGENTINA SA
Cta Cte: 6223-20216-8
CBU 15006228 00062232021682
Terminal Zarate S.A. CUIT 30-64153685-3

If paid with wire transfer, the total amount should be credited before service is performed. Please send an e-mail with proof of transfer to facturacion@tz.com.ar

- **Where to pay:**
Port charges can be paid at:

Cash payment (to the cashier or wire transfer already credited):
Dr. Félix Pagola 2671 | B2800DDX, Zárate, Buenos Aires, Argentina.
Queries: Phone: (03487) 42-9000 [Int. 9082- 9121- 9180] facturacion@tz.com.ar

Important information:

- Invoice preview request should be done at least 48 hours before by email to: facturacion@tz.com.ar

- **What change should you consider?**
You check our website www.terminalzarate.com.ar | In all cases we will apply the sell rate for Dollars according to the Banco Nación de Argentina.

▪ **What documents should you present for Import/Export services?**

Import:

- Original free debt certificate issued by shipping line.
- Copy of dispatch note
- B/L copy

Export:

- Delivery of note of export, signed original and copy.
- Booking copy

▪ **Commercial questions:**

For any questions regarding tariffs and services call (03487) 42-9000 (Int. 9415 and 9083) or by email to: atenciondeclientes@tz.com.ar

▪ **Operative Coordination:**

- Export: No need for appointment in order to receive containers on yard. Check on website cut off of vessel prior to arrival of trucks into port.

- Import: To verify call Customs Operations 48hs ahead (03487) 429144 / 429126 / 429002 or by e-mail to operacionesterrestres@tz.com.ar u operacionesaduana@tz.com.ar

Once the container is verified you will not need appointment for withdrawal.

- Operations in bonded and non-bonded warehouse, stuffing and unstuffing: send an e-mail to logistica@tz.com.ar requesting appointment 48hs ahead or by phone calling to (03487) 429110 / 429117.