

Congestion at UK Ports Causing Delays

Dear Customer

As you will have no doubt seen in the media, with just a few weeks to go until Brexit takes place UK ports are suffering from serious congestion causing delays in dispatch of several days. The congestion is the result of a massive surge in volumes and vessels arriving at the various British ports. Some terminals, particularly deep-sea terminals, have already been overwhelmed and this has now spread to the short sea terminals that we primarily operate in.

We are expecting these delays to last for at least another three to four weeks into the New Year as the effects of the trade influx combine with customs changes and the ongoing challenges caused by COVID-19. The integrity of our schedule and the secure transit of your cargo are our main priorities; therefore, we are exploring every avenue to try to ease the impact on our services. Unfortunately, due to the nature of the issues, we are unable to make any promises other than our dedication to our customers to try and deliver the best possible service that we can in a very difficult operational environment.

We apologise for the inconvenience these delays will cause and thank you for your patience during these challenging times.

Kind regards
Plexus Freight