

Delays Due to Customs

Dear Customer,

After what has been a turbulent few weeks, we wanted to give you an update on where we are with all transports to enable you to keep your clients informed. Although everyone in our industry is starting to get to grips with the new customs protocols there are still significant delays and challenges that are leading to extended transit times.

The main issues are with our groupage services as errors in paperwork on just one consignment can lead to a whole unit being delayed. Over the coming months we do expect this to improve as supplier iron out any errors but in the meantime, patience is required.

We will advise all eta's on all bookings but please be aware that these are estimates and we are doing all we can to meet these. Please also be advised that custom clearances are out of our hands and we have to wait until goods are cleared to enable us to deliver. Unless guaranteed all eta's are subject to change.

Overall and compared to many others in the industry we seem to be fairing well and we really appreciate your patience so far.

Kind regards

Plexus Freight