

June 24th, 2024

Customer Advisory

Dear Valued Customer,

We are pleased to inform you that we will accept cancel booking through eCommerce website:
<https://th.one-line.com> Effective 01 July 2024.

Please log in your eCommerce account and follow below steps:

1. MANAGE SHIPMENT > Shipment Overview
2. Booking Ref. > input Booking no.
3. Search
4. Select booking no.
5. Click the three dots in the Action menu > Cancel Booking

*** To avoid a cancellation fee, please cancel your booking through the system before the deadline. ***

Any problem to use our eCommerce platform, please contact Thailand Customer Care team via Live chat.
(<https://th.one-line.com>)

We thank you for your business and continued support.

Yours faithfully,
Ocean Network Express (Thailand) Ltd.



For cargo to/from Europe/Mediterranean:

Latest Basic Ocean Freight rates, Bunker Related Charges, THCs (origin or destination), Security Related charges, Peak Season Surcharges (if applicable) can be accessible at our website:

<https://eua.one-line.com/standard-page/europe-fak-ocean-tariff>
https://ecomm.one-line.com/ecom/CUP_HOM_3116.do
<https://eua.one-line.com/standard-page/eua-local-surcharges>

Other charges such as local charges and contingency charges may apply.