

# FAQs

Our frequently asked questions are help to you quickly isolate and find the information you need.

✓ **What are the major services we are providing?**

Sea freight (Sea Export/Sea Import), Air Freight (Air Export/ Air Import), Customs brokerage, Documentation, Consultation.

✓ **What are the supporting services we are offering?**

Local Pick-up, Packaging, Shipping Line Contract, Certificate of Origin, Fumigation, In-house Staffing, Applications with DGFT, Training & development.

✓ **Who all are our professional partners?**

IATA, FFI, FIATA, MTO, CHB, CCHAA, FMC and ACFI

✓ **How Seawaves is different from others?**

Process driven work culture, Clearance Process is monitored through web-based application, Young and Dynamic Workforce, Ability to handle large Customers, Daily, Weekly, Monthly Reporting System, Ready to adopt changes to meet Customer needs

✓ **What is the Aim of Seawaves Shipping Services?**

Our aim is to deliver services timely, efficiently, economically, safely and meets the client needs as well flexible with them but doesn't compromise on the quality of work.

✓ **Can I ship my hazardous cargo with Seawaves?**

This is entirely dependent on the specific nature of the hazardous cargo. There are some consignments we will not carry, either on legal, ethical or environmental grounds. If your cargo is not one of those prohibited, then Seawaves will be happy to transport it. We have experienced teams that can help you through the whole shipping process. [Contact us](#) for further clarification.

✓ **Can Seawaves arrange the loading, lashing and securing of my out-of-gauge cargo?**

Yes. We can coordinate this process at your origin port or nearby depots (providing the origin port is capable of loading the cargo in the first place).

✓ **Can Seawaves provide any advice on the optimal stuffing of a container?**

Yes. We have professionals who will guide & support when it comes to packing your container – both for dry vans and refrigerated containers.

✓ **Can Seawaves provide transport services for moving my out-of-gauge cargo to/from ports of loading and discharge?**

When you book the shipping of your break-bulk or out-of-gauge cargo with Seawaves, we can arrange the transport on your behalf.

✓ **What Does 3rd Party Billing Mean?**

If you are sending a commercial shipment with a commercial value but the cost of sending the shipment is being paid by someone else other than the shipper or receiver, this is called 3rd party billing.

✓ **What is a cross trade?**

This is when cargo is moved between a point of origin and a destination without it entering the country where the shipper is registered.

**What is LTL (Less than truckload)?**

LTL (Less than Truckload) shipment is a contract between the shipper and transport owner. According to the contract, instead of the entire truck, the shipment is priced according to the weight of the freight and mileage within designated lanes.

✓ **What is TEU?**

TEU stands for twenty-foot Equivalent Unit. It is a method of calculating vessel load or capacity, in units of containers that are twenty feet long. For example, a 40ft long container measure 2TEUs.

✓ **What does a bill of lading include?**

A bill of lading includes following details

Name and complete address of shippers and receivers

- Special account numbers or PO used between business for order tracking
- Instruction for the carrier for secure delivery
- Date of the shipment
- Number of shipping units
- Types of packaging that includes cartons, pallets, skids and drums
- Description about the shipped items (common name & material of manufacture)
- Declared value of the goods being shipped
- Note included if there is any hazardous substance in it
- Exact weight of the shipments – for multiple commodities, weight for each commodity is mentioned s

✓ **Why do I need to insure my shipment?**

For peace of mind. Freight forwarders and carriers have limited liability under international conventions for loss or damage to customer goods. In the case of an incident, your compensation is normally calculated against a "standard" negligent liability clause.

✓ **If my goods are lost or damaged, what do I need to do?**

Simply contact your local Seawaves Freight representative, who will guide you through the claims process and help you gather all of the necessary information.

✓ **How do I get a Price for my shipment?**

If your company does not have a contract with Seawaves Freight, please [contact us](#) to get a quote.

✓ **How much does the freight transportation cost?**

It depends on your shipping requirements, distance, size and weight of goods, insurance and the current surcharges in your country. For more follow the links [Contact us...](#)

✓ **What do I need to Pick-up the shipment?**

You need the shipment number or order code and ID.

✓ **What does Seawaves do in terms of social responsibility?**

Seawaves provide training & internship opportunities to the students & beginners by providing working Knowledge of Shipping and Logistics and be a part of building a logistics Infrastructure for the nation.

✓ **How Seawaves is contributing in Education?**

In detail information please go to the link..... [seeways.in](http://seeways.in)