



Demurrage or Detention

Any requests related to any demurrage or detention invoice may be submitted to operations@rapidkc.us.

Please attach the following documents to your request.

1. The bill of lading
2. Arrival notice,
3. Invoice
4. Any supporting evidence.
5. Submit your request via email to operations@rapidkc.us with the subject line Demurrage or Detention Request.
6. Include a detailed explanation of the reason for your request.

For any questions or concerns regarding your request, please contact us at:
Email: operations@rapidkc.us

Submission Deadline: Requests must be submitted within 30 calendar days from the invoice issuance date.

Resolution Period: We will confirm receipt and attempt to resolve your request within 30 calendar days of receiving it.

We certify that the charges on your invoice are consistent with FMC rules and that our performance did not cause or contribute to the underlying charges.

Effective September 2025

