(customer’s letterhead)

[insert date]

To : Ocean Network Express Pte. Ltd.

7 Straits View, #16-01 Marina One East Tower, Singapore 018936

The Owners of the [*insert name of ship*]

Dear Sirs

Ship: [*insert name of ship*]

Carriage: Place of Receipt [*insert as stated on BL*]– Place of Delivery [*insert as stated on BL*]

Cargo: [*insert description of cargo*]

Bill of lading: [*insert identification numbers, date and place of issue*]

Container No. [*insert container number*]

We [ *insert name of requester*] hereby request you to change the temperature for a refrigerated container from *[ insert the degree celsius] to [ insert the degree celsius]* during transportation.

In consideration of your complying with our above request, we hereby agree as follows:

1. We undertake to make no claims of any nature whatsoever against you, your servants, agents, and subcontractors whether or not such claim is occasioned by negligence, act, omission or default of you, your servants, agents and subcontractors (as a result of or in relation to complying with the above mentioned request.
2. To indemnify you, your servants, agents and subcontractors and to hold all of you harmless in respect of any liability, loss, damage or expense of whatsoever nature which you may sustain by reason of or in relation to complying with our request.
3. In the event of any proceedings being commenced against you or any of your servants, agents and subcontractors, in connection with your complying with our request as aforesaid, to provide you or them on demand with sufficient funds to defend the same.
4. If, in connection with your complying with our request as aforesaid, the ship, or any other ship or property in the same or associated ownership, management or control, should be arrested or detained or should the arrest or detention thereof be threatened, or should there be any interference in the use or trading of any vessel (whether by virtue of a caveat being entered on the ship’s registry or otherwise howsoever), to provide on demand such bail or other security as may be required to prevent such arrest or detention or to secure the release of such ship or property or to remove such interference and to indemnify you in respect of any liability, loss, damage or expense caused by such arrest or detention or threatened arrest or detention or such interference, whether or not such arrest or detention or threatened arrest or detention or such interference may be justified as a result of complying with the above mentioned request.
5. The liability of each and every person under this indemnity shall be joint and several and shall not be conditional upon your proceeding first against any person, whether or not such person is party to or liable under this indemnity.
6. This indemnity shall be governed by and construed in accordance with Singapore law and each and every person liable under this indemnity shall at your request submit to the jurisdiction of the Singapore High Court.

Yours faithfully

For and on behalf of

[*insert name of Requestor*]

The Requestor

…………………………………

Signature