

Frequently Asked Questions (FAQ)

General Information

1. What services does Astramaris Shipping Europe GmbH provide?

Astramaris Shipping Europe GmbH offers comprehensive maritime services including cargo transport, vessel chartering, port agency operations, and maritime consulting. We specialize in short-sea and deep-sea shipping solutions across Europe and international waters.

2. Where is Astramaris Shipping Europe GmbH located?

Our main office is located in Hamburg, Germany. We operate across various European ports and maintain partnerships with international shipping and logistics providers.

3. How can I contact Astramaris Shipping Europe GmbH?

You can reach us through our official email at info@astramarisshipping.com or by phone. Additional contact details are available on our website.

Services and Operations

4. What types of cargo does Astramaris handle?

We transport a wide range of cargo types including dry bulk, general cargo, and project cargo. Each shipment is handled with precision and care to ensure timely and safe delivery.

5. Does Astramaris offer custom logistics solutions?

Yes. We design customized logistics and chartering solutions to meet the specific needs of our clients. Whether you require short-term transport or long-term contract management, we can tailor our services accordingly.

6. How does Astramaris ensure cargo safety?

Our vessels are equipped with advanced navigation and safety technologies, and our crews are trained according to international maritime standards. We maintain strict adherence to safety protocols and continuous fleet maintenance.

Sustainability and Compliance

7. What measures does Astramaris take for environmental sustainability?

Astramaris Shipping Europe GmbH is committed to sustainable operations. We use eco-efficient vessels compliant with IMO 2020 standards, implement fuel optimization programs, and continuously monitor emissions to reduce our environmental footprint.

8. How does Astramaris comply with international shipping laws?

We fully comply with international maritime regulations including IMO, MARPOL, and SOLAS. Our operations are audited regularly to ensure legal, environmental, and safety compliance across all jurisdictions.

Careers and Partnerships

9. How can I apply for a job at Astramaris?

We regularly post career opportunities on our official website and LinkedIn page. Interested candidates can send their CV and cover letter to careers@astramaris-shipping.com

10. Does Astramaris work with third-party partners or agents?

Yes, we collaborate with trusted third-party agents and service providers who meet our quality and compliance standards. All partnerships are reviewed and approved through our official procurement process.

Customer Support

11. How can I verify the authenticity of an Astramaris representative or document?

Always verify that communications come from an official email ending in @astramarisshipping.com. If you suspect fraudulent activity, contact us immediately at info@astramaris-shipping.com

12. What should I do if I experience an issue with a shipment?

If you encounter any issues with your shipment, please contact our operations or customer service department immediately. We will investigate the matter promptly and provide a resolution.