



DX EXPRESS SERVICE DESCRIPTION APRIL 2021

This document should be read in conjunction with the DX Express Service Agreement, Defined Locations and Conditions of Carriage



	DX Courier - Business to Business	DX Secure - Business to Consumer
Delivery:	Next day delivery of packets and parcels to UK & ROI business addresses	Next day delivery of packets and parcels in the UK, predominantly to households and occasionally to business addresses
Standard Service Levels:	Time of delivery is between 08:00 and 18:00 on the working day (Mon-Fri) immediately following the weekday of collection (unless listed in the Defined Locations). Premium services are available as priced in the Service Agreement	Time of delivery is between 07:00 & 21:00 on the working day (Mon-Fri) immediately following the weekday of collection (unless listed in the Defined Locations). Premium services are available as priced in the Service Agreement
Delivery Method:	<p>1) Tracked with Signature - delivery to a business address in which a signature is obtained</p> <p>2) Carriage Forward - Any collections carried out at times or from locations other than those expressly set out as scheduled in DX Service Agreement will be deemed as "Carriage Forward" and will be charged at the rate set out in the Service Agreement. Carriage Forwards are subject to availability and can be used for Returns shipments or for deliveries to other locations, having been collected from a Third Party location. Bookings of Carriage Forward collections must be made through our online despatch system and by close of business on the weekday prior to the weekday of collection - this will allow DX to create the address label which the DX driver will have when completing the collection</p>	<p>1) Mandatory Signature - The courier will obtain a signature at the consigned address. Recommended if you need to guarantee a signature from the specified delivery address. Standard liability cover of £100 less excess is included - enhanced liability is available for an extra fee</p> <p>2) Signature - The courier will obtain a signature at the consigned address. If there is no one available the courier will deliver the package to an alternative neighbouring property provided a signature can be obtained. Standard liability cover of £100 less excess is included - enhanced liability is available for an extra fee. If the package has been delivered to a neighbour a calling card will be posted through the letterbox advising of the address</p> <p>3) Leave Safe - The courier will attempt to obtain a signature at the address. If there is no one available the courier may post the package through a letterbox. If the package cannot fit through a letterbox the courier will attempt delivery at a neighbouring property provided a signature can be obtained. If the package cannot be signed for by a neighbour the courier will leave the package in a place specified by the Consignee or a suitable location on the premises concerned. If the package has been signed for by a neighbour, or left safe, a calling card will be posted through the letterbox advising of its location</p>
Consignee Notifications:	DX will provide a pre-alert of delivery to the Consignee by email where an email address is provided. This will advise the Consignee of the day of delivery (usually prior to 09:30 on the day in question)	<p>DX will provide a pre-alert of delivery to the Consignee by email and text where an email address and mobile number are provided. This will advise the Consignee of:</p> <ol style="list-style-type: none"> 1) the receipt of the parcel by DX (no later than 22:00 on the day of receipt) and the intended delivery date - by text and email 2) delivery on the road (usually prior to 09:30 on the day in question) including where practical an estimated 2 hour delivery time window and map showing the couriers location - by text and email 3 i) confirmation of successful delivery (usually within 30 minutes of the successful delivery) - by email 3 ii) confirmation that the Consignee needs to arrange a suitable redelivery in the instance of an unsuccessful attempt - by text and email <p>To ensure DX is able to provide the best possible service level on your account it's important we receive good quality phone, email and address data</p>
Proof of Delivery:	Signature, GPS Available for 90 days via DX Despatch. 12 months of data may be available by request via your DX representative	Signature, GPS, Photo of property. Photo of neighbouring property or leave safe location where relevant. Available for 90 days via DX Despatch. 12 months of data may be available by request via your DX representative
Redelivery:	If a package cannot be delivered at the first attempt, DX will automatically re-attempt delivery on the following working day. If that subsequent attempt is not successful DX will hold the parcel for 9 days, during this time you can arrange for a further attempt to the original address at no extra charge, or for a delivery attempt to a different address at the redirection charge stated on Service Agreement. If DX is unable to make delivery after the 9 days, the package will be returned to sender at the charge stated in the Service Agreement.	If a package cannot be delivered at the first attempt, DX will await further instruction from the consumer, this will include the option for redelivery at a different address within our Service Centres catchment. DX will hold the parcel for 9 days after which DX will return the parcel the sender or can redirect the parcel to an address of your request, both at the applicable charge as stated on the Service Agreement.



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All Services

Package Size Limits:	<p>The weight stated refers to the dead and cubic weight of the Package defined as: height cm X (times) width cm X (times) length cm / (divided) by 5,000</p> <ul style="list-style-type: none"> - Maximum Average Weight: 10kg - Maximum Weight: 25kg - Maximum Length: 1.5m <p>* Note by agreement, DX is able to take Lengths of 1.5m to 2.0m, where the next dimension is under 1m and cubic weight is under 25kg, these must be selected as Lengths at despatch and will incur a surcharge.</p> <ul style="list-style-type: none"> - Maximum consignment: 100kg - Maximum average consignment: 40kg - Maximum average packages per consignment: 4 <p>No Packages should be banded together. Multiple Packages to one address should each have their own label.</p> <p>Prohibited items and packaging guidelines on the DX website: https://www.dxdelivery.com/legal/</p> <p>Weights stated in the Service Agreement shall supersede this Service Description</p>
Delivery Options:	<p>The Secure (B2C) services have the option for the Consignee to amend their delivery via the My.DXDelivery pre-flight text and email notifications. The options are to choose the:</p> <ul style="list-style-type: none"> - Delivery Day - Preferred Neighbour - Preferred Safe Place <p>Where no preference is chosen by the Consignee, DX will perform the service in accordance with your selected delivery method.</p> <p>Where the Consignee selects a safe place DX are not liable for loss or damage. Refer to the Conditions of Carriage for full details.</p>
Despatch system:	<p>DX will provide software that enables production of barcoded labels bearing the DX brand which can be affixed to Packages. This software will also upload a daily datafile to DX enabling production of an invoice reflecting actual throughput.</p> <ul style="list-style-type: none"> - It is a requirement that DX Despatch is used and that a compliant data file is sent to DX within 30 minutes of collection. - Labels printed in error must be deleted the following day by 23:00 to avoid the relevant charge. <p>In the event of server failure, DX will endeavour to provide access to DX Despatch via a contingency “backup” server, which will enable continuation of the service by visiting a distinct uniform resource locator (URL) on the internet. In the event that Customers are unable to access DX Despatch for any other reason, eg. power failure, on up to two occasions during a twelve month period, the local DX Service Centre will endeavour to assist with the movement of Packages. In such event however, normal Service Levels will be suspended and no delivery target will be implied.</p>
Collections:	<p>All Packages must be packaged in accordance with DX Packaging Guidelines bearing a label displaying the tracking number and barcode and the full destination address as well as despatch site and/or return location details.</p> <p>Packages will be collected from the Collection Point(s) at the Collection Time(s) as specified in the Service Agreement. The size of vehicle is specified in the Service agreement where appropriate.</p> <p>In instances where there is nothing to collect, when the DX driver attends a site as agreed a collection charge will be levied unless 24 hours prior written notice has been given.</p> <p>Packages should be ready to despatch on or before the applicable Collection Time and must be safely loaded onto the DX vehicle. DX shall not be required to wait for more than fifteen (15) minutes beyond that Vehicle Departure Time. If the vehicle driver waits for more than 15 minutes DX may charge a late collection fee of up to £100 for each such occasion. Any applicable Service Levels will not apply to the collection or DX may elect to defer collection to the next working day so our overall timing schedules are not adversely affected.</p> <p>If you have an express agreement to inject directly into the DX network, an excess labour charge may be applied retrospectively for all instances where Packages are brought to one of the DX Service Centres more than 15 minutes later than the agreed scheduled time.</p>

