



Delivery **DPD**
Telephone number for recipients **012-16983783**
Website for recipients www.dpd.co.uk

Standard number of delivery attempts **2***
*Recipient has the opportunity to schedule a 3rd delivery attempt after two unsuccessful attempts.

General delivery window **Monday – Friday 08.00-18.00h**

Permanent safe place agreement (ASG) **Yes** (please contact DPD directly)

DPD Predict **Yes**

HOME DELIVERY

Communication mode **SMS & Email**
In case of a failed delivery attempt, the planned delivery time frame will be communicated for 2nd and 3rd attempt.
In case of a rescheduling recipient receives a confirmation of the rearrangement.

"Live" tracking of parcel **By clicking on link in e-mail or text message**

Procedure after first unsuccessful delivery attempt:

- ✓ DPD driver leaves a not@home notification card
 - ✓ Recipient can rearrange delivery via information on calling card or by going to <http://www.dpd.co.uk/content/how-can-we-help/index.jsp>
 - ✓ Driver can deliver the parcel to a neighbour
(confirmation about delivery to neighbour is shared with consignee by e-mail or text)
-

Procedure after second unsuccessful delivery attempt:

- ✓ DPD driver leaves a not@home notification card
 - ✓ Recipient can rearrange delivery via information on calling card or by going to <http://www.dpd.co.uk/content/how-can-we-help/index.jsp>
(Languages: Dutch, English, French and German)
 - ✓ Driver can deliver the parcel to a neighbour
(confirmation about delivery to neighbour is shared with consignee by e-mail or text)
-

Third delivery attempt is only done when consignee schedules the attempt. DPD does not actively contact recipient to schedule third attempt. Recipient has to act. In case of no instructions within 6 calendar days, the parcel will return to sender.
