

## **Do you deliver items to UK from abroad?**

We can arrange great import service with great rates. Please send us an email on [info@dtDEXpress.co.uk](mailto:info@dtDEXpress.co.uk) for the best rates.

## **1. Do you have a booking cut-off time?**

Each destination have a different delivery time, collection cut off time and different service availability. When you enter your shipment information in the quote section, DTD Express will show you the available services and transit times for that particular destination. If you don't see the service you need then contact us, to see whether we can help.

## **2. Do you arrange a collection same day?**

Yes however it must be within the collection cut of time for your area. The quick quote will always present all the available collection and delivery options to you or you can email us on [info@dtDEXpress.co.uk](mailto:info@dtDEXpress.co.uk) for the quick reply.

## **3. If your collection is delay so what we need to do?**

If the courier does not turn up to collect your parcel it may be due to location problems of your home or office, please contact us as soon as possible on [info@dtDEXpress.co.uk](mailto:info@dtDEXpress.co.uk) and if we find the collection has failed so we will resolve the situation as soon as possible.

## **4. What is the surcharges? How do they work?**

Surcharges are dependent on your shipment like large items, remote areas, if your parcel need to store then storage surcharge will be applied, if receiver refused to pay duties and taxes applicable to your shipment, you will have the choice of either paying whatever charges yourself, having the goods returned in all cases handling charge will apply.

## **5. How can I track my shipment?**

Every parcel have tracking number; you can track your parcel with using tracking number on home page of [www.dtdexpress.co.uk](http://www.dtdexpress.co.uk)

## **6. Do you charge by actual weight or volume?**

We charge by whichever is the greater for that particular shipment.

## **7. Can I cancel a booking?**

Yes you can cancel your booking but 15 % cancellation fee may apply.

## **8. How do I pay for your service?**

You can make payment via online transfer, credit card, MasterCard, visa card or cash.

## **9. Do you offer a pick up from our home and delivery to receiver home service?**

Yes this is "Door to Door" service. Our competitive rate means you don't have to leave your premises to drop off the goods. You can save your time. If you have any confusion related your parcel (pick up and drop off) don't hesitate to contact us on [info@dtDEXpress.co.uk](mailto:info@dtDEXpress.co.uk)