

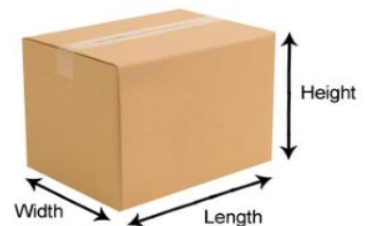


DX EXPRESS SERVICE DESCRIPTION – NOV 2019

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:	Tracked Next day delivery of packets and parcels to UK & ROI business addresses	Tracked 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 by 18:00 on the working day (Mon-Fri) immediately following the weekday of collection (unless listed in the Defined Locations). DX endeavour, in most instances, to deliver before 17:00, on occasion DX may attempt to deliver from 06:00 or up to 20:00 where applicable should your business be open for delivery	Time of delivery is between 07:00 & 18:00 on the working day (Mon-Fri) immediately following the weekday of collection (unless listed in the Defined Locations). On occasion DX may attempt to deliver between 06:00 and 21:00
Service Variants:	<p>1) Tracked with Signature - delivery to a business address in which a recipient signature from any person at the address 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>3) Gold VX - a secure, signed for, specialised pouch and fully tracked service ideal for high value items, eg Jewellery. Items will be held in designated secure caged areas within each depot. Enhanced liability cover is available.</p> <p>4) DSA (Downstream Access) - an untracked 3-5 day delivery service for low value goods to business and residential addresses. DX collect, sort and process the mail and deliver into the final mile Mail Centre for onward delivery at a discounted rate. DX offers two key services: Mailsort for items over 4,000 daily and Unsorted mail for less than 4,000 daily</p>	<p>1) Mandatory Signature - The courier will attempt to obtain a signature from any person at the address at the point of delivery, recommended if you need to guarantee a signature from the specified delivery address. Standard liability cover of £50 less excess is included - enhanced liability cover of up to £2,500 per Package is available for an extra fee.</p> <p>2) Signature - The courier will attempt to obtain a signature from any person at the address at the point of delivery. If there is no one available the courier will attempt to deliver the package to an alternative neighbouring property provided a signature can be obtained. Standard liability cover of £50 less excess is included - enhanced liability cover of up to £250 per Package is available for an extra fee. If the package has been left with a neighbour a Calling Card will be posted through the letterbox advising of the address.</p> <p>3) Leave Safe (DX2Home) - The courier will attempt to obtain a signature from any person at the address at the point of delivery. 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 provided. If the package cannot be left with 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 left safe a Calling Card will be posted through the letterbox advising of its location.</p> <p>4) Locker Service - An alternative delivery location can be offered into locker bank locations (provided by an independent 3rd party Inpost). Max length 64cm and weight 20kg. Must be collected within 72 hours, return charges apply if the package is un-collected.</p>
Premium Service Levels:	Time critical services are available as priced in the Service Agreement: (1) Before 09:00 (2) Before 10:30 (3) Before 12:00 (4) Saturday before 12:00 (Friday despatch) (5) Saturday before 18:00 (Friday despatch). Premium Service Levels should apply to a small percentage of total volume as set out in the Service Agreement	
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 - Boxes must not be banded together with only 1 label for the banded Packages <p>Weights stated in the Service Agreement shall supersede this Service Description</p> <p>Prohibited items listed through the following link: https://www.dxdelivery.com/legal/prohibited-articles/</p>	





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All Services	
Despatch system:	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. It is a requirement that DX Despatch is used and that a compliant data file is sent to DX within 30 minutes of collection. 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.
Collections:	<p>Packages will be collected from the Collection Point(s) at the Collection Time(s) as specified in the Service Agreement. Unless otherwise specified, Packages will be collected from local branch/site locations (delivery points) at the same time as delivery occurs, known as a “simultaneous collection”. In instances where there is nothing to collect, when the DX driver attends a site as agreed (and when no simultaneous delivery has occurred), a collection charge will be levied unless 24 hours prior written notice has been given. 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. 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> <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. Packages, which exceed the maximum weight/size limits or are presented to DX, that are in a damaged state or a condition deemed unacceptable for onward transportation by DX (in its absolute discretion) will be held for collection by the sender for a specified period, or returned to the sender subject to an additional fee.</p>
Consignee communications:	<p>Pre-Delivery Alerts: By advance arrangement by both parties, DX will endeavour to provide a pre-alert of delivery to the Consignee by email as standard (Secure and Courier), texts are available where agreed (Secure only). This will advise the Consignee of the day of delivery (usually prior to 09:30 on the day in question) and will also instruct them as to whether a signature will be required upon delivery or not. Where practical DX will communicate an estimated delivery time window to the Consignee (Secure only).</p> <p>Post-Delivery Alerts (Secure only): alerts by email will be sent as standard, text are available where agreed. This applies for every delivery confirming the status of that delivery.</p>
Point of delivery:	<p>DX is dedicated to the secure and safe delivery of all Packages. As part of the DX Secure delivery process, at the point of the delivery or delivery attempt, the courier will record relevant information pertaining to the property. This information may include a photograph of the recipients property, where doing so the intention is not to cause alarm or distress to the householder or any other persons in the vicinity at the time.</p> <p>A suitable Leave Safe location is defined as any hidden area away from public view such as a garden shed, garage, porch or the rear of property.</p>
Redeliveries:	<p>DX Courier: If a Package cannot be delivered to its destination for whatever reason, DX will re-attempt delivery, if delivery cannot be made following 9 days after despatch the Package will be returned to sender.</p> <p>DX Secure: If the Courier is unable to complete the delivery he/she will post a Calling Card through the letterbox, the calling card will give instructions for the Recipient to contact DX via our website to arrange redelivery (based on the parameters specified by the sender) to either the originally specified destination address or an alternative, valid, delivery address of the Consignee’s choosing, the redelivery will be made on the same service as the original delivery. If the redelivery attempt proves unsuccessful, DX will return the Package to the sender following 9 days after despatch.</p> <p>Consignees can arrange for priority redelivery during either the morning (pre-1pm) or afternoon (pre-5pm) for a published fee at their cost. For a Package that is redelivered to a business address DX can attempt to deliver the Package to one of the following: Secretary; Security Staff; Receptionist; Post Room Manager.</p>
Pre-Sortation:	Where agreed as part of the pricing arrangement in the DX Service Agreement, Packages should be pre-sorted and clearly tagged in accordance with the specification agreed with DX. DX requires 99% sortation accuracy. Any Packages incorrectly or incompletely addressed or (where applicable) missorted by the sender will have no service level target and may be liable to both an administrative surcharge and return fees.