USEFUL TIPS

Checklist for a safe delivery
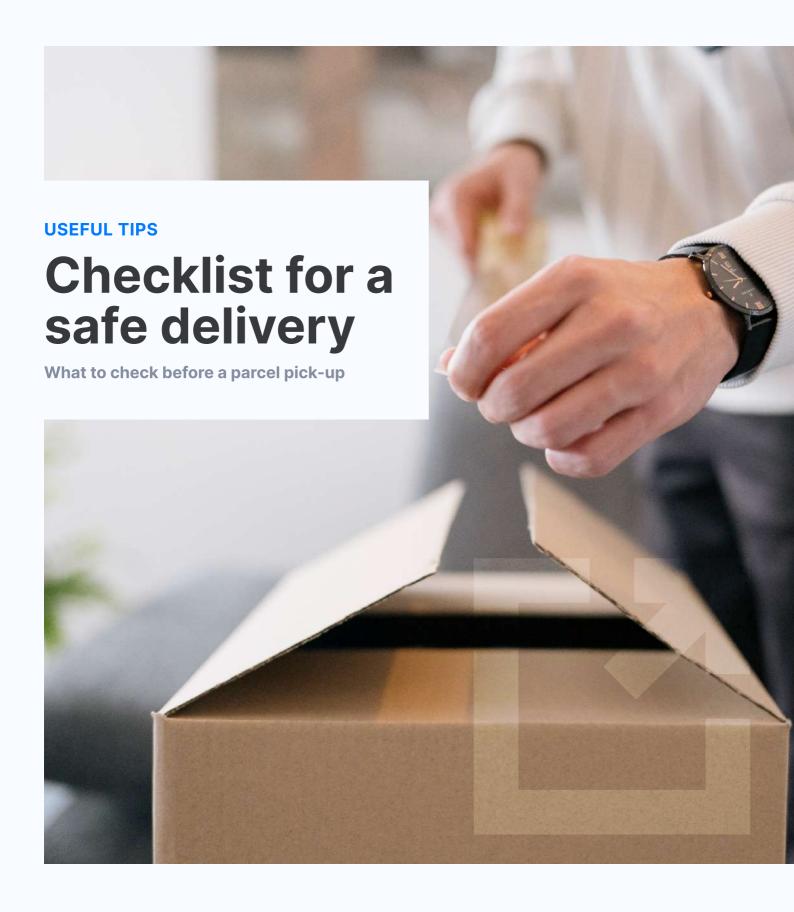
What to check before a parcel pick-up

STEP 1

Pack your items securely

Prepare the parcel and protect your items using packaging and cushioning material.

Always make sure to use a cardboard box and follow our packing guides.

Check our packing guides →

STEP 2

Check dimensions and weight

Check the dimensions and weight of the parcel after it is fully packed so you insert accurate details on your order.

If the parcel is bigger or heavier than stated, contact our customer support team to provide the correct information.

STEP 3

Check the addresses and shipping details

Double-check your shipment details in the confirmation email to ensure there are no mistakes or typos.

If you notice a mistake in the shipping details, please inform our customer support team.

STEP 4

Attach the shipping label (if required)

For services where you are required to attach the shipping label, print the label you received via mail and attach it to the parcel.

The label should be attached to a clean and flat surface.

How to attach the label →

STEP 5

Make sure you will be at the collection address

Make sure you are available at the address you provide for the collection on the scheduled pick-up date.

If the courier can't find anyone at the given address, you may need to reschedule the collection.