

# IPHONE DELIVERY AND TRACKING FAQs

## **WHEN WILL MY PHONE BE DELIVERED?**

Our drivers are delivering between 8am to 8pm on Friday 20th September and 7am to 2pm on Saturday 21st September.

## **I'VE RECEIVED YOUR 'DRIVER CALLING CARD'. WHAT HAPPENS NOW?**

We will re-attempt delivery on Saturday 21st September automatically between 7am and 2pm. You do not need to contact us to arrange this.

## **CAN YOU PROVIDE A TIME FOR DELIVERY?**

A 1 hour estimated time of delivery will be available to you during the morning of Friday 20th September

If your mobile phone supplier has provided us with your email address or mobile number we will send you a notification of the estimated time of delivery during the morning of the 20th.

Alternatively, this information will be available via our Track / Rearrange a delivery section of [dhlpavel.co.uk](http://dhlpavel.co.uk)

We understand that you wish to be connected with your phone as soon as possible and our drivers will reach you as quickly as they can.

So that we can reach as many customers as early as possible we are unable to interrupt the drivers to ask for further information regarding delivery times.

## **I'M NOT GOING TO BE AT HOME. CAN YOU DELIVER TO AN ALTERNATIVE ADDRESS OR LEAVE WITH MY NEIGHBOUR?**

We can only deliver to the address provided by your mobile supplier. Please ensure that someone is in the property to receive the delivery and are able to sign for it.

## **CAN I ARRANGE TO COLLECT MY PRODUCT FROM MY LOCAL DHL PARCEL DEPOT?**

We are unable to offer this service on Friday 20th or Saturday 21st September.

## **CAN I CHECK ON THE PROGRESS OF MY DELIVERY?**

Page 2 of this document explains what the information shown on our website tracking pages mean.

# IMPORTANT INFORMATION WHEN TRACKING YOUR DELIVERY

If you're waiting for a delivery of a new Apple mobile phone and have received a DHL Parcel UK tracking number, reference number or shipment number you can track your delivery on this site.

Our Track / Rearrange a delivery page uses the tracking scans from our depots and drivers to provide you with all the latest information. As you can appreciate, our

Customer Service Teams are likely to receive high call volumes today, so our Track / Rearrange a delivery page is the quickest way to get a progress update on your Apple mobile phone delivery.

After entering your tracking number, reference number or shipment number into Track / Rearrange a delivery a screen will appear showing you the status of your delivery.

Please refer to the table below for a detailed explanation of each shipment status.

Shipment Status	Further information
"Collected"	<p>Your new phone has been collected from the sender and has entered our network. It will not be delivered today, but in most cases will be delivered tomorrow please check the page again later for an update.</p> <p><b>Note:</b> we do not deliver on Sundays, so the next day in some cases will be a Monday.</p>
"At Delivery Location"	<p>Your new phone has arrived at our delivery depot. In most cases it will be delivered today, but please check the page later for confirmation that your parcel is "Out For Delivery" with our driver.</p>
"Out For Delivery"	<p>Your new phone is with our driver and will be delivered today (between 8am &amp; 8pm), please ensure a responsible person is at the property to sign for your parcel</p>
"Delivered"	<p>Your new phone has been delivered. If you do not have your product someone else at your property may have signed for it on your behalf. Please check before calling us.</p>
"Delivery Attempted"	<p>Our Driver has tried to deliver your phone today, but was unable to obtain a signature.</p> <p><i>Deliveries missed on Friday 20th September will automatically be redelivered on Saturday 21st September. Please do not go to the DHL Parcel UK local depot on Saturday as your phone will be with our driver for redelivery.</i></p> <p>To rearrange delivery for an alternative day please visit the Track / Rearrange a delivery page of this website.</p>
"I'm sorry but we haven't been able to locate the delivery address from the information provided by the sender"	<p>Our Driver has been unable to locate your address. Please contact Customer Services on <b>02476 937770</b></p>
"I'm sorry but the delivery of your shipment has been delayed"	<p>Unfortunately the delivery of your phone has been delayed and we expect to deliver to you on the next working day. Please check the website later for an update.</p>

**Note:** If our Drivers have attempted to deliver to you twice and have not been able to obtain a signature for your phone it will be returned to the local DHL Parcel UK depot. To rearrange delivery for an alternative day please visit the Track / Rearrange a delivery section of [dhlparcel.co.uk](http://dhlparcel.co.uk). Please note that you will not be permitted to collect your phone on Friday 20th or Saturday 21st September.

If you do not have a tracking number, reference number or shipment number DHL Parcel UK may not be delivering your phone; please check with your mobile phone provider if you are unsure.