



DHL EXPRESS UK

ACCESSIBLE COLLECTIONS AND DELIVERIES
CHARTER

DHL
Express

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This charter provides information about the process DHL Express UK has put in place for the fair and appropriate treatment of customers with accessibility needs or barriers to access in relation to the collection and delivery of parcels.

Our Aim

To deliver excellent standards of service to all customers in a respectful and inclusive manner.

Our Promise

We believe that every delivery or collection should be accessible for all regardless of disability, neurodiversity, or other additional needs. We recognise that some people may need extra support to ensure that their delivery or collection is as smooth as possible.

We take pride in providing the highest level of service and are dedicated to ensuring our teams can fulfil your needs.

Managing Your Delivery

For deliveries to home addresses, where the sender has provided your contact details, we will send a notification text and/or email providing information on your delivery and a link to our [On Demand Delivery service](#), where you can manage your delivery preferences. You can choose to set your preferences for every delivery from DHL Express.

We offer a range of alternative delivery options, such as leaving your parcel in a designated safe place or delivering to a neighbour. We also have a network of local Service Points, lockers, and Service Centres, where you can select to drop off or collect your parcel at your convenience.

If you have accessibility needs and require more time to get to the door for a delivery or collection, contact Customer Service and our team will let our courier know to allow more time.

Customer Service Contact Details

Call: 0344 248 0012

Email: UKCustomer.Focus@dhl.com

Chat with us online: https://mydhl.express.dhl/gb/en/help-and-support.html#/contact_us

Chat with us on WhatsApp: Add DHL Express' WhatsApp number +44116 326 5750 to your phone contacts and start a WhatsApp chat.

Feedback and Continuous Improvement

We welcome feedback from all consumers regarding their experience with DHL Express. Feedback can be shared through rating our delivery service online or if you'd like to give direct feedback contact information for our Customer Service team is available on our website at https://mydhl.express.dhl/gb/en/help-and-support.html#/contact_us

We actively review the feedback to help drive our continuous improvement activities across all areas.

Confidentiality

All information provided by consumers regarding their accessibility needs is treated confidentiality and will only be used for the purpose for which it is provided.