

# QUALITY OF SERVICE IN QATAR

## 1. Nature of Service Offered

International Services:

International Express Service (Export & Import)  
options available.



## 2. Scheduled Quality of Service

Delivery Timeframes:

DHL delivers to over 220 countries worldwide. Delivery time frames may vary depending on the destination delivery address or postcode. You can find the estimated delivery time for your package through DHL's Delivery Time Calculator <https://dct.dhl.com/>

Additionally, your shipment waybill receipt will provide the estimated delivery date.



### 3. Potential Factors Affecting Quality of Service

Transit Delays: Due to unforeseen circumstances shipments may be delayed in transit (Flight cancellations due to geopolitical or security concerns)

Customs Delays: International Deliveries may be subject to customs processing time which can affect delivery schedules.

Address Verification: Delivery may be delayed if the recipient address is incorrect or if verification is required.

For more detailed information, please visit our website [www.dhl.com](http://www.dhl.com) or consult with our customer service team on 44587888.