



ControlShift.Delivery - Frequently Asked Questions

Revised 2024

1. What services does ControlShift.Delivery offer?

ControlShift.Delivery provides a range of delivery and logistics services, including same-day, next-day, and scheduled deliveries, as well as collection services and specialized options for fragile or oversized items.

2. What areas do you cover?

Our primary service area covers the UK, with options for national and certain international deliveries. For more specific coverage information or to discuss international delivery needs, please contact our support team.

3. How can I track my delivery?

Once your item is dispatched, you'll receive a tracking link by email or SMS. This link will provide real-time updates on your delivery status. If you have any issues accessing the tracking information, please reach out to our customer service team.

4. Can I change the delivery address or date after placing an order?

We understand that plans can change. If you need to adjust your delivery address or date, please contact us as soon as possible. Changes can be made up to a certain point in the delivery process, depending on the service selected.

5. What are your delivery time slots?

Our standard delivery time slots range from 8:00 AM to 6:00 PM, Monday through Saturday. We also offer flexible options, including early morning, evening, and weekend slots, which may vary based on location and availability.

6. Do you offer same-day delivery?

Yes, we provide same-day delivery for urgent deliveries. For this service, please book as early as possible to ensure availability.

7. What happens if I miss my delivery?

If a delivery attempt fails, our driver will leave a notification with details on how to reschedule or collect the item from a local depot. Additional charges may apply for redelivery.

8. Are my packages insured?

We provide standard insurance coverage for all items. However, for high-value or fragile items, we recommend opting for additional insurance. Contact us to learn more about our coverage options.

9. What items are restricted from delivery?

ControlShift.Delivery abides by UK regulations on restricted items, including hazardous materials, perishable goods, and certain electronics. A full list of restricted items is available on our website or by contacting customer support.

10. How do I get a quote for delivery?

You can request a quote by entering the delivery details on our website or contacting our support team directly. We offer competitive pricing based on distance, size, and delivery speed.

11. What payment methods do you accept?

We accept most major payment methods, including credit/debit cards, bank transfers, and, for business accounts, monthly billing options. Please contact our finance team for more information on account setup.

12. Can I open a business account with ControlShift.Delivery?

Yes, we offer tailored solutions for businesses with regular delivery needs, including dedicated account management, custom pricing, and streamlined billing options. For more information, reach out to our business accounts team.

13. How do I contact customer support?

You can reach our customer support team via phone, email, or live chat during business hours, Monday through Friday. Visit our website for detailed contact information and support hours.

14. Do you provide proof of delivery?

Yes, all deliveries come with proof of delivery (POD), which includes the recipient's signature and delivery timestamp. This information can be accessed via our tracking system or by request.

15. What should I do if my package is damaged or lost?

If your item is damaged or lost, please report the issue to us within 48 hours. Our team will investigate and work with you to resolve the matter, which may include compensation based on the item's value and insurance coverage.