You can track your shipment at any time using our online tracking tool on www.aramex.com

We have three (3) convenient payment modes available.

1. You can pay by cash for scheduled online pickups, or;

2. You can visit any of our outlets and pay by credit card (Visa or MasterCard), or;

3. Through our Monthly Invoices System for corporate customers with an Aramex account.

Yes, we do. At Aramex, we are guided by a customer service charter, which ensures that we remain a smart and responsive partner even as we continue to deliver on our promises. For more details, please view the Aramex Customer Service Charter.

While we try our best to keep our communication as simple and easy to understand as possible, we will, from time to time, use industry terminologies. For a complete list of terminologies, please view or download.

Aramex Express now offers value added services such as collect charges, Cash-on delivery, Delivery (COD), free domicile, and signature required and much more.

The Aramex Parcel Express is the service of shipping parcels and packages and delivering them to their respective recipients. However, the minimum chargeable weight for parcels is 500 grams (1 lbs).

The Aramex International Express service allows you to ship time-sensitive parcel(s) or document(s) weighing below 30 kilograms (66 lbs) to any location worldwide using the fastest available means.

The Aramex Document Express service is used to deliver documents efficiently to their final recipients. This service, however, attracts a minimum chargeable weight of documents weighing 500 grams (1 lbs).

Distribution Service means that Aramex will assume the responsibility of shipment distribution to multiple recipients (e.g. invoices, invitation cards).

Cash-on-Delivery (COD) is a service provided by Aramex where merchants can get Aramex to deliver their products to buyers and then collect the payment from the customers on their behalf.

The Aramex ClickToShip is a special software given to Aramex customers to ease the process of preparing shipments, printing air waybills, managing address books, as well as other useful functions.

Aramex Return is a service that allows customers to send a documents or parcel that needs a signature or any other action and then needs to be returned to the shipper.

Aramex Domestic is the service of shipping and delivering documents and parcels within the customer's country.

You can ship with Aramex using one of the following methods:

Use the Online Shipping page to prepare your shipment

Download and use our free ClickToShip software to prepare your shipment at your convenience

Call your local Aramex office using the office Locator and ask for a shipment pickup

You can also drop your shipment at the nearest Aramex office

Visit our 'Order Supplies' section in 'My Aramex' page and submit an order for what you need.

ClickToShip software can be downloaded from the Downloads page. You can also request a free copy from the local Aramex office.

For Express shipment, the following conditions must be met:

A maximum of 30 kilograms

A combined length of not more than 274 centimeters (108 inches)

The dimensions must not exceed 158 centimeters (62 inches)

Maximum value limit for an express shipment (per shipment piece) is US$50,000

If your shipment does not match any of the above conditions, then it cannot be shipped as Express.

Actual weight is the weight of the package while volumetric weight takes into consideration the dimensions of the package. For example, if you order a tall vase, the volumetric package weight will be calculated based on the Length x Width x Height divided by 5000.

When your package is received at our facility, we calculate both the actual weight of the package and its volumetric weight; the larger figure will be applied to your package. This procedure is followed by all airlines and freight forwarding companies.