

Q: How do I track my recent packages?

A: You can track your shipment at any time using our online tracking tool on [www.aramex.com](http://www.aramex.com)

Q: What payment methods can I use to pay for the Aramex services?

A: 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.

Q: What items are prohibited on International Express?

A: To ensure safety while shipping parcels, Aramex discourages shipment of prohibited, restricted and dangerous items to any destination. For more information, you can download and read our list of Prohibited and Restricted Items.

Also note that some countries have additional restrictions, prohibitions, and acceptance processes for certain commodities. Please refer to the Customs Information page to check the prohibited/restricted items by country.

Q: Does Aramex have a Customer Service Charter?

A: 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.

Q: What is the meaning of the customs terminologies used by Aramex?

A: 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.

Q: I would like to know more about items that are unacceptable for shipping, insurance, and service restrictions.

A: Please view our comprehensive list of Terms and Conditions here.

Q: What other benefits will I get with Aramex Express?

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

Q: What is Parcel Express?

A: 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).

Q: What is International Express?

A: 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.

Q: What is Document Express?

A: 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).

Q: What is Distribution Service?

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

Q: What is Cash-on-Delivery (COD)?

A: 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.

Q: What is ClickToShip?

A: 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.

Q: What is Aramex Return Service?

A: 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.

Q: What is Aramex Domestic Service?

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

Q: How do I send an Express Shipment with Aramex?

A: 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

Q: How do I order for Aramex boxes, pouches, and other supplies?

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

Q: Where can I get the ClickToShip software?

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

Q: How can I tell if my shipment qualifies for Express or Freight?

A: 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.

Q: What is the difference between actual weight and volumetric weight?

A: 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.

Q: Is my personal information safe with Aramex?

A: At Aramex, we take confidentiality seriously. We ensure all personal information such as identification details, street or e-mail addresses, phone numbers, or any other information provided on our website will not be shared or sold to any person, business, or entity.

Q: Can I get a special rate for returning merchandise back to the merchant?

A: Unfortunately, Aramex does not offer special shipping rates in this case. Returned merchandise is subject to the standard Aramex shipping rate.

Q: What do I do if my shipment is missing from my Shop and Ship package?

A: If your shipment is missing, we highly recommend that you immediately contact the merchant for speedy assistance. Most of the time, merchants will either ship your order in several packages on different days or accidentally place the wrong number of items in the package, especially if your order has more than one piece.

Another reason could be that the item you ordered is simply out of stock; merchants usually advise you of such, or ship it to you at a later date.

Q: What causes the delay of delivery from online merchants?

A: There are a number of reasons for delayed delivery:

The merchant did not ship your package because they couldn't get the proper authorization from your credit card company for your order. In such a scenario, we advise that you contact the merchant for clarification.

The merchant shipped the package to your account, but the package got lost along the way. Contact the merchant for tracking and delivery confirmation or request a replacement.

The package was received at your New York/London account address, but your name and account number were not printed on the package label. Your package could be stored in the Unknown Packages zone. Contact your local Aramex station to check on the status of your package.

Your package contains hazardous material, and it is held at our New York/London office. Contact your local Aramex station to check on the status of your package.

Q: Why do some merchants decline to process my credit card?

A: Some online merchants don't accept international credit cards or credit cards of billing addresses outside the USA. We advise you to kindly check with your credit card issuer if this occurs.

Q: How do I stop receiving spam or junk mail in my email inbox?

A: Every time you provide your name and address when ordering a product or service from a supplier, there is a good chance you are being added to one or more mailing lists.

For example, when you place an order from a catalog company, most likely you will begin receiving new catalog issues from the same cataloger or from those who sell similar products.

The Aramex Shop and Ship service is a mail forwarding service; all items received in your account are collected and shipped according to the shipping frequency you subscribed to. But you can reduce the amount of unsolicited mail sent to your account by contacting the Direct Marketing Association <https://www.dmaconsumers.org/consumerassistance.html> The DMA Mail Preference Service can help reduce the amount of commercial mail you receive.

Q: How will my Shop and Ship address look like?

A: Your Shop and Ship account address will take the following format:

Name: Customer Name

Address Line 1: Origin Address

Address line 2: Customer Mailbox Number

City: Origin City

State: Origin State

Zip code: xxx

Telephone: xxx

Q: How long does it take for me to receive a package once it is shipped from the Aramex office in New York or London?

A: How long does it take for me to receive a package once it is shipped from the Aramex office in New York or London?

Q: Which other countries does Aramex offer accounts?

A: Currently, Aramex only offers accounts in the US and the UK. We will notify you once we establish a new account service location.

Q: Do I have to renew my Shop and Ship subscription on an annual basis?

A: There are no renewal fees for Shop and Ship service. When you initially subscribe to Shop and Ship, you pay a one-time non-refundable \$35.00 subscription fee. After that, you only pay Shop and Ship shipping charges and any customs duties incurred when you receive your account contents.

Q: Who takes care of my Shop and Ship packages?

A: You are responsible for all customs duties related to your Shop and Ship package. Customs duties and regulations vary from country to country and from one product to the other. Aramex can also clear your shipment on your behalf. An Aramex team member will call to advise you of the customs charges. Upon your approval, Aramex will collect the fees and proceed to clear the shipment.

Q: Can my friends who live in the USA or the UK send packages to me through my Shop and Ship account?

A: Yes they can. This is what your Shop and Ship account is for.

Q: Can I request the Aramex office in New York or London to forward an urgent shipment once it is in my account, regardless of my shipping frequency?

A: Unfortunately, we are not able to accommodate any special shipping requests.

Q: Are there any restrictions or limitations on shipping certain packages in terms of value?

A: Aramex ships all Shop and Ship packages via express courier service. Therefore, the maximum value allowed per package should not exceed US\$2500. Packages valued above US\$2500 must come with an Export Declaration form from the shipper or the merchant.

Q: Can a friend or a relative use my Shop and Ship account?

A: For legal, privacy, and security reasons, no one is allowed to use the account registered in your name. You are the only person authorized to use your account to receive packages.

Q: What is warehousing?

A: Warehousing is a service offered by Aramex Logistics to store and manage your inventory in our strategically located logistics centers. Warehousing offers duty -free or duty -paid options to cater to the different needs of customers in all industry segments. We also ensure that your storage

requirements and inventory management needs are met while providing real-time visibility at all levels to help you control your stock levels, streamline purchases and improve your order cycle time.

Q: What is Supply Chain Management (SCM)?

A: SCM is the management of the entire value-added chain from the supplier to manufacturer or service provider on to the retailer and the final customer. SCM's primary goal is to deliver the right product to the right place at the right time in the most cost-effective manner.

Q: What is OptiLog?

A: This is an advanced warehouse management system developed by Aramex for its Logistics customers, which allows it users to track their stock and orders as well as generate various reports in real time.

Q: What are the benefits of storing my items at an Aramex Warehouse?

A: By storing your items at Aramex warehouse, you will enjoy the following benefits:

We assume liability for accurately receiving items from your suppliers. This way you get a third and independent evaluator

We assume liability for the safety of the stock while it is under Aramex custody thus immediately improving your stock accuracy

We guarantee a service level you can promise your customers

We reduce your customer management overheads by overlooking the warehousing operations

We provide real-time visibility of your stock on the system

We give you access to one of the largest domestic networks in the region

We enable you to save on your capital investment and infrastructure

Q: What are the services offered through Aramex Logistics?

A: Aramex provides the following logistics services:

Inbound freight and clearance

Warehousing and storage

Value added services including, but not limited to bundling, kitting, price tagging, and security tagging

Facility management

Supply-chain consultancy

Delivery service

Q: What are some of the items that cannot be stored in Aramex warehouses?

A: Since Aramex warehouses are built according to the local country's civil defense regulations, we do not store the following items:

Any hazardous materials that require special storage conditions

Explosives

Waste materials

Living tissues

Q: What are Aramex Consulting services?

A: Aramex Consulting services are geared towards improving the customer's supply -chain system including the following services:

Warehouse Facility Evaluations

Standard Operating Procedures

Key Performance Indicators

Warehouse Design

Operations Flow Design

Strategic Supply Chain Network Planning

Q: How do I open an Aramex Logistics account?

A: To open an Aramex Logistics account, please contact your local station and they will visit you and offer you logistics solutions to suit your business.

Q: How do I get access to the OptiLog system?

A: Aramex warehouses are operated through OptiLog. When you store your shipment in our warehouses, you automatically get access to the OptiLog system. We can also install OptiLog at a customer's warehouse as a part of our facility management service.

Q: What modes of transport does Aramex use?



A: In order to provide most suitable, convenient and cost efficient logistics network, Aramex employs a multi-modal transportation utilizing land, air and the ocean.

Q: What is the Door-to-Door service?

A: It is a service in which Aramex picks up shipment(s) from the sender's door (e.g. warehouse) and handles all the exporting paperwork in the airport of origin, ships it to the recipient's country, takes care of customs clearance, tariffs, and other airport/importing regulations, and finally delivers it to the recipient's final address.

Q: What is the Door-to-Airport service?

A: It is a service in which Aramex picks up the shipment(s) from the sender's door (e.g. warehouse) and handles all the exporting paperwork in the airport of origin, and delivers it to the airport of the recipient's country.

Q: What is the Airport-to-Door service?

A: It is a service in which Aramex picks up the shipment(s) from the airport of origin, ships it to the country of destination, while taking care of customs clearance, tariffs and other airport/importing regulations, and delivers it to the recipient's final address.

Q: What is the Airport-to-Airport service?

A: It is a service offered by Aramex through which customers request Aramex to pick up the shipment(s) from the origin airport and ship it to the recipient's airport.

Q: What is the Aramex Middle East Trucking Services?

A: It is Aramex's extensive Land Freight Network in the MENA region covering the Gulf, Levant and North Africa.

Q: What is Aramex Freight?

A: It is a service for moving shipments with gross weights in excess of 50 kilograms, which require more handling and are usually less time-sensitive than express shipments.

Q: Which Freight services does Aramex provide?

A: Aramex provides the following freight services:

Customs Clearance and Door delivery

Door-to-Door delivery

Door-to-Airport delivery

Airport-to-Door delivery

Airport-to-Airport delivery

Q: Can I clear my shipment(s) myself or through my clearance agent?

A: Yes, you can. You have the option to clear your shipment(s) by yourself or through a third party.

Q: Does Aramex have shipment clearance services?

A: Yes, Aramex offers its customers the option of clearing their shipments of all importing/exporting procedures.

Q: Are there any restrictions on the types of products I can ship?

A: Aramex will not ship any item that is prohibited by any law, regulation, state, or local government. Please open the link to view the full list of all

prohibited items and also visit this page on a regular basis for updates on this subject.

Q: Which documents are required for shipping a freight shipment?

A: You can check the required documentation from the menus of the Freight section of the website. You can also download the Service Letter of Instructions (SLI) attached here.

Q: How can I check the status of my shipment?

A: You can track your shipment at any time using our online tracking tool on [www.aramex.com](http://www.aramex.com)

Q: What is the difference between International and Domestic Express?

A: International Express shipments have destinations outside of the country of origin while the Domestic service is shipments with a destination within the same country of origin.

Q: What is Aramex Locker?

A: Aramex Locker is a new solution designed to cater to you, you can decide when and where to collect your shipments without the hassle of waiting for a courier. You will receive a message/email with your PIN code and QR code when your shipment is placed in the locker and you will have a 72 hour window to pick it up at your own convenience from the locker of your choice.

Q: Why choose Aramex Locker?

A: They are convenient.

They are quick, fun and easy to use.

You decide when and where to collect your shipment, fully tracked from start to finish.

Aramex Lockers are accessible 24/7.

Q: Can I send shipments through Aramex Lockers?

A: No, you can only use Aramex Lockers to receive your shipments.

Q: If I am expecting more than one shipment, can they be delivered to the same locker?

A: Currently, each locker will hold one shipment only. If you receive multiple shipments you will receive multiple notifications with collection details for each shipments which will be placed in separate lockers.

Q: How can I choose the most convenient location to pick up the shipment?

A: The same way you would do it when you select the location for a shipment using the couriers. When you fill out your profile information on the SNS website you can set a default location of the locker that is most convenient for you. Or you can choose it through [www.myaddress.com](http://www.myaddress.com). You can also use the call center to choose the location you want.

Video to [myaddress.com](http://myaddress.com)

Q: Do I need to register online to collect my shipment from Aramex Locker?

A: No, you only need to choose the Aramex Locker as a delivery option.

Q: How will I know when to collect my shipment from Aramex Locker?

A: When your package is placed in the locker, you will receive an email/text message confirming that the package has arrived and can be accessed by using a pin code/ QR code we send you via text/ email.

Q: How long do I have to collect my shipment from the locker?

A: Your shipment will be stored in an Aramex Locker for 2 days /48 hours.

Q: Will I receive a reminder to collect my shipment from the locker?

A: Yes, you will receive one reminder a day within 48 hours.

Q: Can my shipment be collected in my name by another person that has my collection code?

A: It is recommended that customers collect their own shipments. However, if necessary, it can be collected by another person if the other person has both the pin code/ QR code which you have received through text message/email and your mobile number. In this case, you carry full responsibility for supplying the message details to a third party, who will collect the shipment in your name. Aramex will not be held responsible for any stolen/lost shipments.

Q: How can I track my shipment?

A: Through the track shipments feature on [www.aramex.com](http://www.aramex.com) or track your shipment through Shop and Ship tracking tool.

[aramex.com/track/shipments](http://aramex.com/track/shipments)

[shopandship.com/en/home](http://shopandship.com/en/home)

Q: What are QR codes?

A: QR codes are computer generated squared images with information inside. They can be read by your mobile phone or by dedicated machine readers.

When collecting your shipment, scan your QR code which will be sent to you via email confirmation. The parcel locker reads the code from data inside the QR code and opens the correct locker compartment.

Q: What is Shield Service?

A: Shield Service is a value-added service in which Aramex's liability for any loss or damage is enhanced up to USD 10,000 for non-document goods, and USD 300 for document shipments. Additional information can be found in the Shield T&C.

Q: How does Aramex Locker work?

A: When your package arrives, we place it in a secure locker at your selected location that can only be accessed by using a pin code we send you in a text message or by a QR code we send you via email.

Just enter your phone number and pin code or scan the QR code. If you haven't paid yet, you can settle the due charges on the spot, after which the locker door opens automatically.

Q: Is the Shield Service available for any item I want to ship?

A: If your item to be shipped is not a prohibited or restricted item under the Shield Service, then the Shield Service is available. Please refer to shield exceptions to confirm whether your item qualifies for the Shield Service.

Q: Where are the Aramex Lockers located?

A: You can find the list of locations on the Lockers page.

Q: What are the maximum dimensions of the shipments?

A: You can find the sizes and dimensions of the lockers on the page.

Q: Is the Shield Service available in all countries?

A: Please refer to the Shield excluded countries to confirm whether the Shield Service is applicable in the origin and destination countries.

Q: If I have a claim for a lost or damaged shipment protected under Shield Service, how long will Aramex take to respond to me after filing the claim?

A: Within 30 business days of receiving the Shield protected claim, and receipt of supporting documentation identified under test below, Aramex will, for a straight-forward claim, confirm whether the claim is admissible, and the following information:

If the claim is admissible, the compensation amount will be determined; or

If the claim is not admissible, a reason for rejection of claim will be provided.

Q: What documents do I need to provide when submitting a claim for loss or damage to a shipment protected under Shield Services?

A: You need to provide the following documentation:

Waybill of shipment which was lost or damaged;

Photographs of damaged shipment, if available;

Commercial invoice of items in the lost or damaged shipment. If a proforma invoice is provided instead of a commercial invoice, then the item will be deemed to be a used secondhand item; and

Packing list, if available.

Q: Is there a limit on the value of goods for which the Shield Service is applicable?

A: Shipments with declared value of up to USD 10,000 may be covered under the Shield Service.

Q: What are the fees for the Shield Service?

A: The fee for the Shield Service is calculated based on a percentage of the shipment's declared value.

Q: I purchased the Shield Service for my shipment which was damaged while Aramex provided services. Do I receive a full refund for the value of the shipment and shipping charges I paid?

A: If the shipment covered under the Shield Service is lost or damaged, then you will be compensated only for the declared value of the goods, provided that the claim is admissible, and all supporting documentation indicated in Q5 is submitted.

Q: When can I request the Shield Service?

A: The Shield Service must be requested by the customer before:

the shipment is handed over to Aramex; and

the actual damage or loss to the shipment occurs.

Q: I don't have an invoice for my shipment protected under the Shield Service. How will Aramex determine the declared value of the shipment?

A: Shield service is not available for shipments with no invoice. A commercial invoice or a pro forma invoice must accompany the shipment and Aramex will determine the declared value of the shipment as follows:

Aramex will evaluate your shipment based on:

Shipments with Commercial Invoice: Declared value based on the commercial invoice.

Shipments with Pro Forma Invoice: goods will be deemed used items and value will be determined based on market value or second-hand replacement value, whichever is the lesser.

Q: What is "Aramex It Forward" ?

A: A social initiative offering people a chance to move shipments from one place to another, to do good; powered by each other and supported by Aramex.

Q: How to participate in the “Aramex It Forward” initiative?

A: Interested individuals need to post on Twitter and Facebook in order to participate.

Posts should include what they want to ship, the cities they want to ship from and to, and the main purpose behind this step.

Post must include both hashtags #AramexItForward and #Entry.

On Twitter, entrants need to have an active, non-protected account that follows @aramex account

On Facebook, entrants need to post a comment under the “Aramex It Forward” post, or directly on the Aramex official page

Example:

“I want to ship books from London to Jordan for the Syrian refugees in Jordan to build a library #AramexItForward #Entry”

Q: Can I ship from any city to any city in the world?

A: A presence of an Aramex office in both cities is required, check this link for details on Aramex offices around the world:

<http://www.aramex.com/offices/default.aspx>

Q: What initiatives will the Aramex It Forward give priority to?

A: Priority will be given to entries that are focused on efforts within the following areas:

Education & Youth empowerment

Entrepreneurship

Environment

Disaster Relief

Q: Will Aramex clear the shipments on behalf of the winner?

A: Winner will be responsible for all documentations related to shipping clearance and to confirm obtaining all required clearances before proceeding with shipping.

Aramex may clear the shipment on behalf of winner if all documentations are provided by winner.

Q: What items can be shipped through "Aramex It Forward"?

A: All shipments have to comply with the International Shipping Rules and Regulations, and to comply with Aramex's Shipping Rules and Regulations.

To know more, please follow this link:

<http://www.aramex.com/news/item.aspx?id=dc123a96-1a67-428e-8aab-d8ffa346553f>

Q: What is the weight limit for shipping under "Aramex It Forward"?

A: The weight limit depends on the shipping method, and the ceiling of the shipping charges by Aramex is US \$3000.

Q: How many winners will be selected?

A: Aramex will be selecting one winner every month.

Aramex may dismiss selection for any given month if none of the entries meet the qualifications to win.

Q: Can entrants submit more than one entry?

A: Each individual can submit one entry per month.

In case of multiple entries received from the same account within the same period, only the first entry will be considered.

If individuals submit entries from different accounts, their entries will be dismissed.



Q: Collecting passports from the Spanish embassy through BLS services center in Morocco

A: You must present a valid ID if you are collecting your own passport and a family card/book in case of collecting the passport of your child or an authorization letter signed by the passport holder if you are collecting someone else's passport.

## # Domestic FAQs

Q: When will my parcel be delivered?

A: If your parcel is deposited into the Aramex Drop Box before the collection time indicated on the Drop Box (usually between 4:00pm and 5:00pm, Monday to Friday, unless specified otherwise), it will be delivered by 10:30am the following business day to all main centres.

Q: How do I know if it's a main centre?

A: There are too many areas to list all destinations, but 50km around each of the following areas are usually considered a main centre: Johannesburg, Pretoria, Polokwane, Rustenburg, Nelspruit, Vaal Triangle, Kimberley, Bloemfontein, Cape Town, George, Port Elizabeth, East London, Durban, Pietermaritzburg, Stellenbosch and Richards Bay.

Q: What cannot be sent?

A: As your shipment will move by air, certain items are not allowed to be shipped. These are Explosives, Flammable Solids (matches, certain batteries), Radioactive Materials, Flammable Gas (gas cylinders, lighter fuel, aerosols), Oxidising Substances (chlorine, peroxide), Corrosives (instruments containing mercury, acids), Flammable Liquids (paint, petrol, thinners), Poisons (pesticides). For security reasons, we do not recommend sending gold or silver bullion, coins, cyanides, precipitates or any form of gold or silver ore, platinum and other metals, precious and semi-precious stones including commercial carbons or industrial diamonds, jewellery, currency (paper or coin) of any nationality, securities, stocks, bonds, un-cancelled postage or revenue stamps, blank or endorsed bank cashier's cheques, money orders or travellers cheques, livestock or plants, arms and ammunition.

Q: What is the waybill?

A: In your Aramex Drop Box pack, you will find a waybill. The waybill is a 5-layer carbon paper address and delivery document. This is where you need to enter your own address and contact details, as well as the delivery address and contact details. Please remember to insert your cellphone number so that we can send you SMS updates on delivery. More importantly, the waybill has your unique waybill number printed below the barcode. Your waybill number is the primary reference used to track your shipment. Remember to remove and retain the top layer (Customer's Copy) of the waybill for reference purposes.

Q: What is the plastic sleeve?

A: In your Aramex Drop Box pack, you will find a plastic sleeve. This sleeve (dimensions 45cm x 35cm) is sometimes referred to as a "Flyer Bag". Your shipment needs to fit inside this plastic sleeve in order to be shipped through the Aramex Drop Box. For shipments that do not fit into the sleeve, please contact your nearest Aramex station for alternate solutions. Although the plastic sleeve has space for sender and receiver details to be completed, this is not necessary as the waybill is the primary shipping document.

Q: How do I package my shipment?

A: You are responsible to package your shipment in such a way that it is protected against damage that may occur with normal handling procedures. The plastic Aramex Sleeve adds additional protection and should be securely sealed.

Q: What if I don't know the delivery postal code?

A: Contact your nearest Aramex station if you are unsure of the postal code – station contact details can be found on our website ([www.aramex.co.za](http://www.aramex.co.za)) or on the rear side of the Drop Box pack.

Q: Can I send my parcel internationally?

A: This service is reserved for Domestic delivery only, at a cost of R99. Should you wish to send documentation Internationally, please make use of our International Drop Box pack. These are two separate service offerings, and the packs are not interchangeable. Should you wish to send non-documents Internationally, please contact your nearest Aramex station – station contact details can be found on our website ([www.aramex.co.za](http://www.aramex.co.za)) or on the rear side of the Drop Box pack.

Q: Why can I not send my parcel to a P.O. Box address?

A: The Aramex Drop Box is an express courier service, therefore your parcel will be delivered to the door, and will require a signature from the receiver.

Q: What happens to my parcel once I deposit it into the Aramex Drop Box?

A: An Aramex courier will collect the parcels from the Aramex Drop Box each working day (Mon- Fri) between 4:00pm and 5:00pm (unless specified otherwise). Your shipment will then be delivered within the time frame mentioned in point 1 above.

Q: Can I track my shipment?

A: Yes. Your waybill number (indicated below barcode) on your waybill is your reference for tracking purposes. Visit the Aramex website at [www.aramex.co.za](http://www.aramex.co.za) and enter your waybill number in the

tracking field provided on the home page. Online tracking of your parcel is available shortly after your shipment has been collected from the Aramex Drop Box. If you do not have internet access, you can call any of the Aramex stations nationally to track your shipment. A contact centre representative will then give you a verbal status update on your shipment.

Q: Is it safe to send valuables?

A: Very much so. Unlike normal mail, your shipment is never left unattended and will be delivered by hand to the receiver. A uniformed Aramex Courier will also require a signature from the receiver before handing over the parcel.

Q: Is the shipment insured?

A: There is no insurance available for Drop Box shipments due to legal limitations.

Q: What is the "Sender's Reference/Order No."?

A: This field is optional and can be used to insert any number or Reference that you may want to add. This Reference can serve as an additional tracking number on our website