Delivery_FAQ_ Shipping restriccions

[This article matches a contact reason subdetail.]

Our goal is to offer the best possible shopping experience and a quality delivery service that ensures orders are delivered in the most satisfactory manner. Therefore, we work with trusted carriers and secure shipping methods.

In some countries, we ship orders with different transport companies depending on the type of shipping and destination chosen, and the online store where the purchase is made (Mango.com or Mangooutlet.com).

Unless we only work with one carrier in the country, we cannot confirm to the customer which carrier will deliver their package before the order has been shipped, as the system assigns one carrier or another automatically as the warehouse ships the orders.

Once sent, we can check **which carrier will deliver an order to a home or collection point** and the tracking number in Salesforce by clicking on the "Tracking URL" option in the "Order" section on the left side of the case. We can also check it in the "Order > Shippings" tab of the case.

Customers can check the contact details and tracking information of the carrier by accessing the link found in the order details in "My Purchases" or in the automatic emails they receive from Mango and the carrier as soon as the package is shipped. If they placed the order as a guest without logging in, they will need to access the tracking link from "My Purchases > I am not registered".

Once the order is shipped, they can contact the carrier to arrange delivery, know the exact delivery date, or learn about their delivery conditions (for example, how many delivery attempts they make, if they deliver the order to a nearby collection point after a failed attempt, if they deliver from Monday to Friday or during the weekend, etc.).

We can check the contact numbers and delivery conditions of the carriers in the following documents:

- Delivery conditions of each carrier: can be found in the corresponding document in the folder Cuestionarios Transportistas.
- Name and phone number of each carrier: Courier telephone numbers excel.
- Couriers we work with in each country: Transport Manual.

* To access these documents we have to enter our email ATCXXX@mango.com and password and, in case of an error when accessing, we have to try to open them in a new incognito tab.

It is important to know the conditions that each carrier has agreed with Mango to correctly inform customers, detect when they are breaching their contract with Mango, and classify the case correctly as an information request or complaint, as appropriate.

We must also take into account that in some countries we work with **transport companies that subcontract another carrier** to carry out the last leg of the delivery in the destination country (what we internally refer to as the "**last mile**"). The carrier contracted by Mango acts as an intermediary and is responsible for collecting the packages in bulk from the warehouse and transporting them to the branch of another carrier in the destination country. Pilot, for example, is one of the companies that operates with this system in several countries. In these cases, if we need to contact the carrier to request information about the delivery or to request a change of address or cancellation, we must contact Pilot. However, if we have to provide the customer with contact details so that they can organise the delivery on their own, we must give them the details of the final carrier. To do this, we have to wait until the local carrier has received the package at destination, which is the moment from which this information is visible in the online tracking. While the package is in the hands of the intermediary carrier, no information will appear in the tracking.

Example: for an order from Bulgaria in the Courier telephone numbers excel we see this:

Country	Carrier	Phone number deliveries
Bulgaria	Econt Tribune (Pilot)	0.7001.7300

And this in Transport Manual:

@LISTA	DELIVERIES MANGO.COM	
	From SPAIN warehouse	From POZNAN (POLAND)
	Pilot (contact in Spanish) lcgmango_PLT@maersk.com	
LITHUANIA	DHL Express Aéreo (contact in Spanish & English) rodrigolopez@dhl.com UPS Express (contact in Spanish) pca.spain@ups.com	Don't offer
BULGARIA		Don't offer
SLOVENIA		Don't offer
ROMANIA		Don't offer

It means that we will have to contact Pilot, but the customer will have to contact Econt Tribune when the package has arrived in Bulgaria.

Store deliveries are made by Mango's internal carriers, so it is not possible to track the shipment or contact the carrier (neither by us from Customer Service nor by the customer). For this type of delivery, when the order leaves the warehouse, an automatic email is sent to the customer to inform them that their order is on its way to the selected store. Once the order arrives at the store and the store scans the package, a second automatic email is sent to the customer to inform them that it has arrived at the store and the time they have to collect it.