



Delivery	DPD
Telephone number for recipients	+371 67 387 284
Website for recipients	www.dpd.lv

Standard number of delivery attempts **2***

*Recipient has the opportunity to schedule a 3rd delivery attempt after two unsuccessful attempts.

General delivery window	Monday – Friday 08.00-18.00h
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DPD Predict	YES
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HOME DELIVERY

Communication mode	SMS
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In case of a failed delivery attempt, the planned delivery time frame will be communicated for 2nd and 3rd attempt. In case of a rescheduling recipient receives a confirmation of the rearrangement.

Procedure after first unsuccessful delivery attempt:

- ✓ DPD driver leaves a not@home notification card
- ✓ Recipient can rearrange delivery via www.dpd.com/lv or phone.
- ✓ In case of no instruction next delivery attempt will be on following working day.

Procedure after second unsuccessful delivery attempt:

- ✓ DPD driver leaves a not@home notification card
- ✓ Recipient can rearrange the third, last delivery via www.dpd.com/lv or phone. DPD does not actively contact recipient to schedule third attempt. Recipient has to act.
- ✓ The parcel is waiting for recipient's action for 6 days. If the recipient does not schedule the last delivery within that time, the parcel will be returned to the sender.

Third delivery attempt is only done when consignee schedules the attempt. DPD does not actively contact recipient to schedule third attempt. Recipient has to act.

DIRECT DPD PARCELSHOP DELIVERY

Delivery on	Tuesday – Saturday
Maximum allowed weight	20kg
Parcel stays @ ParcelShop	For maximum of 8 calendar days
Collection of parcel	By showing ID Card

First notification	SMS right after delivery to ParcelShop
First reminder	After 3-4 calendar days
Second (last) reminder	After 7 calendar days
	"Last chance to pick-up tomorrow"