



Courier company	DPD
Telephone number for recipients	(+48) 22 577 55 55 / 801 400 373
Website for recipients	www.dpd.com.pl

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**

Delivery time **2-3 working days**

DPD Predict **YES**

HOME DELIVERY

Communication mode **SMS**

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.pl or phone.

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.pl 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 7 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.
