

EXPRESS 12:00



International express door-to-door delivery of document and non-document shipments before noon on the next possible business day to all major business centres in Europe, Americas, Middle East, Africa and Asia Pacific, with a full money-back guarantee*.

YOUR TIME MAY BE LIMITED, BUT YOUR SHIPPING OPTIONS DON'T HAVE TO BE.

When shipping time-critical packages, the most important matter is our commitment to serve you with a complete range of services that match your level of urgency. So, when your shipment needs to be there before noon on the next possible business day, you can count on DHL EXPRESS 12:00.

A guaranteed delivery* by 12:00 noon allows you to plan your time and resources more efficiently.

Business today moves extremely fast. Your customers want the best products and the quickest response times. And they want them now. Show those customers how important their shipment is by using DHL EXPRESS 12:00 as your shipping standard.

Choose DHL EXPRESS 12:00 for your urgent shipping needs. You will see how simple and efficient trading with the world can be.

- Ideal for time-critical deliveries
- One company is responsible door-to-door
- Unparalleled customs expertise
- No hidden costs
- Online, real-time tracking
- Full money-back guarantee included*

* DHL Terms and Conditions apply

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Gain greater control over your business.

With DHL EXPRESS 12:00 you can rely on prioritised handling to ensure your shipments are delivered on the next possible business day before 12:00 noon. And with standard collection cut-off times, you have more time to prepare and add final touches to your shipments.

- Rely on the best coverage in the industry – DHL Express reaches more destinations in Europe, Africa, Middle East, Americas and Asia by 12:00 noon than any other express company.
- DHL EXPRESS 12:00 is also available to selected distant destinations, on the second business day.
- If your shipment requires customs clearance, you can relax knowing that DHL Express has more in-house customs experience than any other company – we'll take care of every detail.

Take advantage of these optional services.

Because every business is different, and every day brings something new, DHL Express offers a variety of optional services and handling options to suit your needs.

- **Insurance:** Additional financial protection based on the value of the shipment.
- **Packaging:** From free-of-charge standard flyers and envelopes to premium quality boxes of different shapes and sizes.
- **Proof of delivery:** A copy of the signature collected at the time of delivery.
- **Billing Services:** Flexible options for billing transport charges, duties and taxes amongst different parties.
- **Proactive Tracking Services:** We track your shipment for you from the moment the courier collects it to the time the shipment is delivered and advise you of the full delivery details.

Your shipments are never out of sight.

DHL Shipping Tools extend from simple online booking to sophisticated systems that integrate shipping with other business processes, offering you the ultimate in efficiency and convenience.

DHL Tracking Tools use advanced shipment event management technologies to ensure that you know where your shipment is at all times. These tracking options are available to you free of charge:

- **Website:** Log on to www.dhl.com. Just select tracking and enter the waybill number of the shipments you wish to track.
- **E-mail:** Send an e-mail containing up to ten distinct waybill numbers to track@dhl.com.
- **SMS tracking:** You can track the progress of single waybill numbers via the text messaging service on your mobile phone. Just send a text message to (+44) 7720 334455 at the cost of a local SMS.
- **WAP tracking:** You can also check shipments via any WAP enabled GSM network including 3G mobile phones. Just log on to wap.dhl.com.

Shipping Tips:

- Standard cut-off times apply and late cut-off times are available – so you have maximum time to prepare your shipment.
- Even heavier shipments qualify for pre-noon delivery – DHL EXPRESS 12:00 is available for shipments up to 300 kg and pieces up to 70 kg.
- Choose your preferred terms of trade. You can decide who will pay the transport, duties and taxes for your shipments.
- Online shipment processing tools available via your desktop to simplify and speed up the shipping process.
- Use DHL's online Trade Automation Service at www.dhl.com/TAS for any questions on customs regulations or paperwork.
- An experienced Customer Service Advisor is available to handle any pre- or post shipment enquiries.