

DHL EXPRESS 9:00



Premium door-to-door delivery for document and non-document shipments by 9:00 hrs on the next possible business day between major business centers in Europe, Middle East, Africa and Asia, with proactive delivery notification and a money-back guarantee*.

SET THE PACE WITH TIME-BASED DELIVERIES.

When time is critical and you need your shipment to arrive at the start of the business day, count on DHL Express to get the job done every time. Timed delivery services from DHL Express allow you to meet the highest standards in customer service and keep important projects moving to tight deadlines.

DHL EXPRESS 9:00 offers, guaranteed delivery* by 9:00 hrs, or your money back*. This allows you to plan your time and resource more efficiently. And with DHL EXPRESS 9:00 you have the added reassurance of proactive delivery notification. When your client or out-of-town colleague needs a head start, be it a vital contract that needs to be signed or a blueprint for a major project, ensure it reaches them by 9:00 hrs the next day.

With DHL EXPRESS 9:00 you set the pace. And you can rely on us to get it there.

- Ideal for mission-critical deliveries
- Time-specific delivery
- Latest possible pickup times
- Online, real-time tracking
- Dedicated operations procedures for priority shipment handling
- Money-back guarantee*
- Proactive tracking and delivery notification

* DHL Terms and Conditions apply



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Get it there by 9:00hrs but there's no need to rush.

With DHL EXPRESS 9:00 you can rely on prioritized handling to ensure your shipments are delivered on the next possible business day before 9:00 hrs. 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 and the Asia by 9:00 hrs than any other express company.
- DHL EXPRESS 9:00 is available to selected major Middle East and African destinations, ensuring delivery by 9:00 hrs on the second business day.
- Proactive delivery notification comes standard with DHL EXPRESS 9:00 via your choice of e-mail, fax or SMS – which means peace of mind for you and a quick answer for your customers or colleagues.
- 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 envelopes and boxes to premium quality cartons of different shapes and sizes
- **Proof of delivery:** A copy of the signature collected at the time of delivery at no additional charge
- **Billing Services:** Flexible options for billing transport charges, duties and taxes among different parties

Your shipments are never out of sight.

Our extensive tracking infrastructure uses sophisticated wireless scanners and database tracking software so you always know the current location of your shipments. These tracking options are available for you free of charge:

- **Website:** Log on to www.dhl.com. Just select tracking and enter the air waybill number of the shipments you wish to track.
- **E-mail:** Send an e-mail containing up to ten distinct air waybill numbers to track@dhl.com.
- **SMS tracking:** You can track the progress of single air 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 new generation 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 morning delivery – DHL EXPRESS 9:00 is available for shipments up to 250 kg. Check size and weight limitations by calling a Customer Service Advisor.
- Choose your preferred terms of trade. You can decide who will pay the duties and taxes for your shipments.
- Online shipment processing tools available via your desktop to simplify and speed up the shipping process
- Call a local Customer Service Advisor or go to 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 24 hours a day, 7 days a week.