

COVID-19 Frequently Asked Questions

To help provide our customers with clarification around the impact Covid-19 has had on the Aramex New Zealand network, we have developed a list of key 'Frequently Asked Questions' to assist with some of your queries.

Please continue to regularly review our website and special section dedicated to Covid-19 under 'Service Updates' for the most up-to-date and relevant information.

We thank both you and your customer for demonstrating patience and we want to reassure you that all our franchisees are working harder than ever before to service your valued business.

1. What does Alert Level 1 mean for Aramex?

All our delivery services are now back to normal within our regional network including Saturday delivery services, with the exception of our standard airfreight services which will remain suspended until further notice.

Some airfreight services are available on a limited basis. Please contact your local depot if you would like to know more information.

We will update this section of the website regularly to keep you informed of progress. Should you require these services or want to discuss further, please contact your [local depot](#).

2. Will contactless deliveries remain in place during Alert Level 1?

The health and safety of franchisees, staff and the people of New Zealand still remains paramount. As the parameters of Alert Level 1 develop, we will continue to retain key measures including contactless deliveries nationwide.

3. Conditions of Carriage update

Please note, clause 32 has been added to our Conditions of Carriage.

You can view them [here](#)

This change to our Conditions of Carriage is to reflect contactless delivery and that we are unable to obtain signatures on delivery at this time. As a result, should an item be delivered whilst having to practice contactless delivery, any claim for loss will not be accepted whereby a successful delivery scan has been recorded.

We've temporarily extended the claim timeframes for those who didn't receive items during COVID-19. Customers now have until 30th June 2020 or 30 days after sending (whichever is longer) to make a claim for items that were sent and not delivered during COVID-19 (from Tues 26th of March - start of Alert Level 4).

Please contact your local Aramex Regional Franchisee should you have further enquiries regarding your shipment by completing the online enquiry form found [here](#).

4. What precautionary safety measures are being put in place for Courier Franchisees and at the depot?

If couriers or staff develop flu-like symptoms such as a fever, sore throat or are feeling unwell, they will be asked to leave their place of work immediately, contact their local GP and not return to work until they possess a valid medical certificate.

5. Can you tell me more about contactless pickup and delivery procedures?

In cases where signatures are required, the following procedures apply;

- If the customer is not home, they will follow an Authority to Leave- process whereby the Courier Franchisee will place the item in a safe place and take a photo as proof of delivery.
- If there is no visible safe place to leave the item, an Aramex New Zealand Calling Card will be left providing further details on how you can arrange a redelivery.

6. Will my local depot be operating the same hours?

All facilities are now back to normal trading hours and are adhering to social distancing protocols for items being uplifted or dropped off to our facilities.

7. Do you have any contactless sending platforms we could implement during this time?

We recommend customers to utilise our electronic sending platform, MyFastway, for a contactless and streamlined sending process:

The myfastway portal is:

- **Easy-to-use**
- **Simple and fast to sign up**
- **Self service**
- **Fully electronic**
- **Able to upload funds in an instant**
- **Suitable for businesses large and small**
- **Designed to print labels from any printer**

Our couriers are ready and can collect your parcels from your business or home address. If you would be interested in using our MyFastway platform, please sign up via myfastway.co.nz or email us on Sales@aramex.co.nz.

8. With the closure of numerous airlines, how will your international services be impacted?

Since the outbreak and spread of COVID-19, air travel across the world has been severely affected. Airlines still flying have introduced tariff hikes to subsidise for the loss of passengers. To mitigate the impact, as a global organisation we will be implementing an additional surcharge to ensure we continue to deliver a world class service.

On 29 March 2020 we introduced an additional surcharge of NZD\$2.00 per KG on all export and import shipments as well as an 18% currency surcharge. These surcharges are a temporary measure and will apply to all shipments such as documents and parcels.

While we cannot estimate at this stage how long the global pandemic will endure, we want to assure you that this surcharge is necessary and will only apply while we continue to use alternatives, due to limitations and restrictions in most countries.