

QUALITY OF SERVICE IN QATAR

1. Nature of Service Offered

International Services:

International Express Service (Export & Import)
options available.



2. Scheduled Quality of Service

Delivery Timeframes:

DHL delivers to over 220 countries worldwide. Delivery time frames may vary depending on the destination delivery address or postcode. You can find the estimated delivery time for your package through DHL's Delivery Time Calculator <https://dct.dhl.com/>

Additionally, your shipment waybill receipt will provide the estimated delivery date.



3. Potential Factors Affecting Quality of Service

Transit Delays: Due to unforeseen circumstances shipments may be delayed in transit (such as Flight cancellations due to geopolitical or security concerns, extreme weather conditions, etc..).

Customs Delays: International Deliveries may be subject to customs processing time which can affect delivery schedules.

Address Verification: Delivery may be delayed if the recipient address is incorrect or if verification is required.

For more detailed information, please visit our website www.dhl.com or consult with our customer service team on +974 44587888.

COMPLAINT HANDLING PROCEDURE

1. Introduction

At DHL Express Qatar, we strive to deliver excellence in every shipment. However, we recognize that occasionally things may not go as planned.

This procedure explains how customers can raise a complaint and how DHL Express Qatar will handle it.



2. Complaint Timeframes

Complaints may be raised immediately after the issue occurs and no later than seven calendar days from the date of the service incident.



3. Contact Channels

You can reach us at +974 4458 7888, email us at qa.care@dhl.com, or submit your details using our online contact form at <https://mydhl.express.dhl/qa/en/forms/complaints.html>.

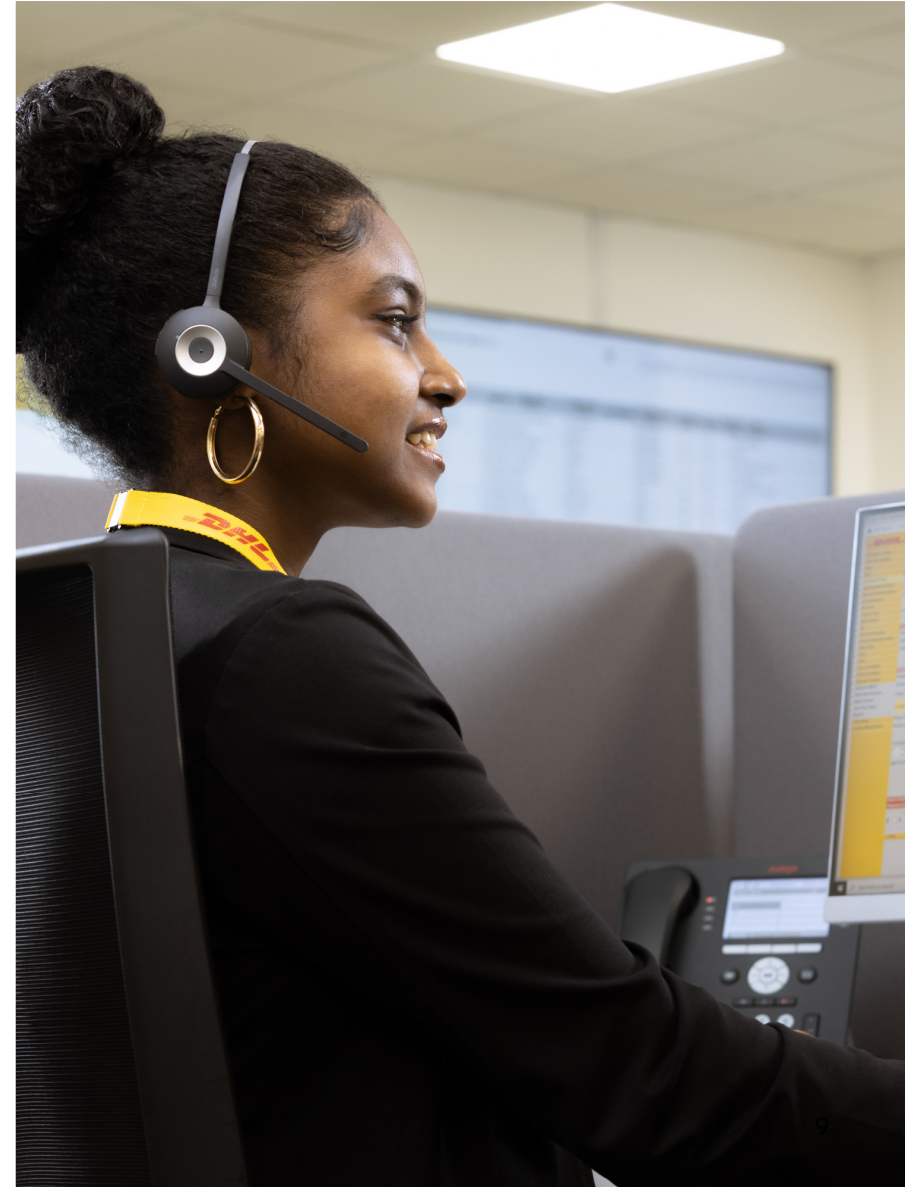
Customers with disabilities may nominate an authorized representative to communicate with DHL Express on their behalf for all complaint-related matters, provided written or recorded consent is given.

4. Complaint Handling Process

If you contact us by phone, we will address your complaint immediately whenever possible, and if you write to us, we will acknowledge your message within one working day. Our Customer Service team will carefully review the details of your complaint and work toward a resolution within ten working days.

If we need more time, we will keep you updated regularly. If you are not satisfied with our response, you can request an escalation to our Customer Care Manager or Customer Service Director.

Should we be unable to resolve your complaint within ten working days, you may escalate the matter to the Communications Regulatory Authority (CRA) in Qatar by visiting www.cra.gov.qa or calling 44995535.



RE-DELIVERY POLICY

Re-Delivery Policy

In the event that no one is available at the delivery address, our courier will leave a "Not Home" card and will attempt delivery a second time. Customers have the option to request delivery on a nearby future date, to an alternate address, or to collect the shipment from a DHL service point after the first attempt, as long as no specific delivery instructions were provided by the shipper at the time of shipment creation.

If delivery cannot be completed and no alternative arrangements have been made with the consignee, the shipment will be held at the DHL Service Point in the Free Zone for collection. In cases where the consignee or their representative refuses to provide a name and signature, the shipment will be returned to the DHL Facility for further instructions from the shipper.