CUSTOMER BOOKING GUIDE

Your delivery, from booking to handover

A practical guide to booking an international hand-carry courier with Direct Carry. Tell us what needs to arrive, where it is now and when the recipient needs it. We check the complete journey and confirm the arrangements in writing.

1. Have these details ready

- **The shipment:** exact contents, quantity and declared value. For physical items, include the packed weight, dimensions and any batteries, liquids or restricted components.
- **Collection:** full address, postcode, contact name and telephone number, ready date and local time, and any access instructions.
- **Delivery:** full address, named recipient, telephone number, opening hours and the deadline with its local time zone. Tell us about appointment, identification or reception requirements.
- **Updates:** the sender's and recipient's agreed contact details and preferred channels: WhatsApp, email or text message. Tell us who may receive the private tracking link.
- **Special requirements:** a signing appointment, return journey, confidential handling, purchase order reference or insurance request.

Choose the relevant service: original documents, an existing passport needed abroad, eligible small items or urgent aircraft parts.

2. Check your written quote and confirmation

A website enquiry or route estimate is a starting point. It does not reserve transport or confirm a booking. We assess the contents, collection, available transport and final handover before confirming what is possible.

Your quote sets out the service, agreed timing, total price, payment requirements and any possible additional charges. Read the terms and conditions before accepting. A booking is confirmed when you accept the quote and terms and we send written acceptance. Keep that confirmation and the version of the terms supplied with it.

New customers pay in full before we commit to the agreed travel costs. Business credit terms apply only if separately agreed in writing. An urgent request, payment or estimated arrival time alone does not guarantee acceptance or an agreed deadline.

3. Prepare the shipment for collection

Use protective packaging suited to the contents and the journey. Keep lawful copies of important paperwork. Have the shipment ready for the agreed collection and make sure the courier can reach the collection contact.

Declare batteries, liquids, valuables and any restricted goods before quoting. We must confirm acceptance for the actual item and route.

For goods crossing a border, provide accurate contents, value, origin and supporting paperwork when requested. Required declarations, permissions, duties and taxes depend on the shipment and route. We agree responsibilities before booking; hand carriage does not remove customs requirements. Document delivery does not include legal advice, notarisation or guaranteed acceptance by an authority.

If insurance is needed, ask before booking. Cover, limits, exclusions and cost must be confirmed in writing. Declaring a value does not itself arrange cover.

4. Keep the sender and recipient informed

We send delivery updates to both the sender and recipient using the contact details and channels agreed for the booking. That keeps collection, progress, changes and handover information clear for everyone involved.

Choose WhatsApp, email or text messages, with an online tracker available through your private link. The tracker shows recorded progress, planned arrival, the latest expected arrival and reported delays. Location appears when the courier shares it and a connection is available.

The planned arrival is the agreed target. The expected arrival is the latest estimate and may change with travel or local conditions. A favourable estimate is not a new guarantee. We keep you informed if the plan changes.

Provide only necessary contact information and let the recipient know it will be used for this delivery. Keep private links secure. A customer tracking link can open that customer’s other jobs as well as completion reports and billing, so share it only with people authorised to see that information. Do not forward the customer tracking link to a recipient who should only see delivery updates. Ask us to send separate message updates instead. Share a private completion-report link only with people authorised to see that job’s billing.

5. Make sure someone is ready to receive it

The named recipient or agreed authorised receiving point must be available at the agreed delivery time. Tell us promptly if that changes. An earlier estimated arrival does not require the recipient to accept early unless this is agreed.

Waiting time: £30 per hour

If the courier is ready at the agreed delivery point but the recipient is unavailable to collect or accept the shipment, additional waiting beyond the agreed delivery time is charged at **£30 per hour, including any applicable VAT**, for the actual waiting time.

Time starts at the later of the agreed delivery time and the courier's actual arrival ready for handover. It is not charged for arriving early or for delay caused by us. We contact you, record the time and show the charge separately. This basis must be disclosed and agreed before booking. See the waiting-time terms.

If delivery cannot be completed, we contact you to agree safe next steps. Return, storage or redelivery arrangements are agreed separately; they are not automatically included.

6. Check the handover and completion report

The courier records the actual handover and the agreed confirmation. We check the completed job and itemised charges before issuing your private delivery report. It shows the recorded journey and delivery timing, agreed charges, payments recorded and any remaining balance.

The report can be shared with authorised contacts by WhatsApp or email and printed for your records. A completed delivery is not automatically a paid invoice. Tell us if anything needs correcting; we can withdraw an incorrect report and issue a revised one.

See an example completion report. The example is illustrative and is not a price quote.

7. Tell us promptly about changes or problems

Contact us before changing the recipient, address, shipment or deadline. We will explain whether the change is possible and any revised price. For cancellations, read clauses 8 and 9 of the booking terms: the amount depends on the booking, work already done, recoverable travel costs and any statutory rights that apply.

If there is loss, damage, delay or another concern, send the booking reference and relevant details to info@directcarry.co.uk or call 0208 064 2664. Keep relevant packaging and evidence where practical. Your statutory rights are not affected by this guide.

Ready to plan the delivery?

Send your delivery details or explore European routes and global routes.

Customer guide · 22 September 2026. Your confirmed booking and the terms supplied with it govern the service.