

Hermes, delivery to the UK and beyond.

Key points:

- Germany and Austria coverage
- 3 to 5 day service from UK
- >99 % B2C address coverage
- Full tracking
- Door to door delivery
- Option for customer collection from a network of 15,000 Parcel Shops
- 4 Delivery attempts in Germany
- Cash On Delivery Option
- Additional services available, speak to your Hermes Business Development Manager

What the service delivers:

In addition to offering a first class UK delivery service, Hermes also offers a 3-5 day delivery service from the UK to Germany and Austria. This service works in partnership with our sister company Hermes Logistik Gruppe (HLG) who have a fantastic network coverage in Germany and Austria, comprising of 5 Hubs, 59 depots and 15,000 Parcel Shops.

We offer a choice of delivery options; direct to your customers' door or to a Parcel Shop to allow out of working hours collection. Additionally we can manage free and customer paid returns back to the UK.

All deliveries are tracked and a second tier of customer support is available through HLG. To benefit from this service we will need to conduct a small amount of IT integration with your pre-advice files.

A fantastic cross border service at a competitive price


Do you deliver from the UK to Germany and Austria?

Or are you thinking of expanding your delivery service to the above countries? Hermes can help you achieve cost efficient, service rich delivery solutions that are tried and tested.

Simply contact your Hermes Business Development Manager or contact us at sales@hermes-europe.co.uk for further information.

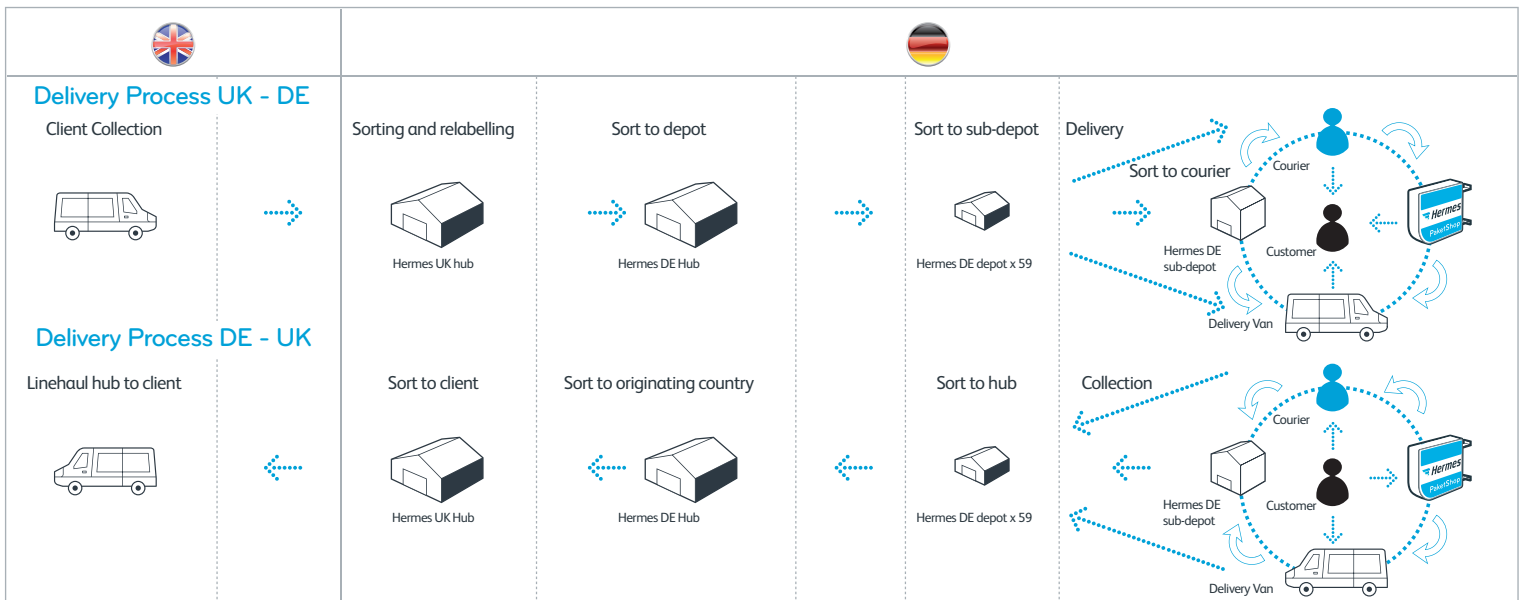
Hermes UK cross border deliveries & returns service

Key dynamics:

Day one after delivery into German hub:		Depending on cut-off and delivery to our hub
Actual delivery at 1st attempt:		>92 %
Day two after hub delivery:		>98 %
Actual delivery by 4th attempt:		>99 %
Damages and losses:		<0.05 %

Standard services:

- Up to 4 delivery attempts in Germany and 1 attempt in Austria*
 - Delivery to neighbours
 - Notification by card
 - Delivery to an alternative address
 - Pick up at our depots or Parcel Shops
 - Storage during vacations - up to 21 days
 - Track & Trace via Internet
- * If delivery attempt is unsuccessful the parcel will be stored at a Post Office for customers collection for up to 10 days



Tariffs:

Cost (up to 30kg)	POA
Service	3-5 days
Compensation	Up to €25
Additional Services	
COD (Cash On Delivery)	POA
Extra Insurance	POA
Other countries	POA
Over-labelling	£1.00

Traffic specification:

Max Length:	120cm
Max Dims/Vol ³ :	120x60x60cm (0.432 M ³)
Max Weight:	30kg
Min Quantity:	6k per annum for existing Clients
Returns:	Must be presented to HLG in original packing with the original outbound label

Hermes:

Hermes Parcelnet Ltd, Capitol House, 1 Capitol Close, Morley, Leeds, LS27 0WH

Specification sheets correct as at 20th April 2011 and are subject to change. E&OE