

**From:** DX Freight <noreply@dxnetworkservicesyearly.cgml2.com>  
**Sent:** Monday, March 30, 2020 6:41 AM  
**To:** Erica Krauss  
**Subject:** Important DX Freight Information: Coronavirus (COVID-19) Update



**DELIVERED EXACTLY™**

## Coronavirus (COVID-19) Update

30<sup>th</sup> March 2020

Dear Customer,

### **IMPORTANT MESSAGE FROM DX FREIGHT - CORONAVIRUS (COVID-19) - SERVICE UPDATE**

The trading impact and operational challenges facing businesses throughout the UK is widely reported in the media. DX are committed to continue servicing Customers' needs during this difficult time in order to support our Country's infrastructure and supply chain. In order for us to maintain a robust delivery service, we write to inform you of important service adjustments which will be made, until further notice. These adjustments will become effective for all despatches on or after Monday 30th March 2020:

- Our Saturday delivery service option will be suspended and no longer available for selection.
- A 3-5 Day delivery service only will be offered to all Offshore Islands. This will include the following: Isle of Wight, Isle of Man, Northern Ireland, Eire, Channel Islands and all Scottish Offshore Islands.

We would emphasise that the above service adjustments are a **temporary** measure and we will inform you as soon as normal service range options are re-instated.

Our primary consideration remains to protect our customers, consignees and especially our DX colleagues whilst continuing to provide a functioning collection and delivery service.

We continue to follow and monitor the official guidance from the UK Government, Public Health England and Local Authorities. It is vitally important for us to ensure that robust procedures are in place to support the health and wellbeing of everyone and therefore, would like to also take this opportunity to update you on our temporary revised delivery procedures:

- If a proof of delivery is required, wherever possible, our driver will place the items on the recipient's doorstep/Goods Inwards area, ring or knock the door as appropriate and then, where safe to do so, retreat 2 metres away.
- Once the door is opened and/or the driver acknowledged, our driver will confirm and enter the recipient's name and endorse with 'CV' (Coronavirus) in the signature field.
- The 'CV' endorsed signature will then be classed as successfully completed contactless delivery.
- Recipients will still have the opportunity at point of delivery to highlight any damaged or missing item(s) and have this information noted against the proof of delivery (POD).
- The POD will be classed as a clear signature (even when signed 'CV') unless endorsed otherwise.
- Any claims arising will be processed in line with the relevant DX Conditions of Carriage.

We are confident that you will understand and support the steps DX are taking. We will notify you of updates as and when the need arises.

If you have any queries or require clarification, please do not hesitate to contact your local Depot team.

Finally, we once again thank you for your on-going support.

Kind regards,



**Paul Ibbetson**  
**Managing Director**  
**DX Freight**





DX Network Services Ltd, Ditton Park, Riding Court Road, Datchet, Slough, SL3 9GL  
Registered in England & Wales No. 5026914

Click here to [unsubscribe](#)