



PLEASE READ OUR FREQUENTLY ASKED QUESTIONS, THESE ARE AVAILABLE ON OUR WEBSITE AND PROVIDE CLEAR ANSWERS TO ANY QUESTIONS YOU MAY HAVE REGARDING OUR SERVICES, AFTER CARE AND GENERAL PARCEL SHIPPING ENQUIRIES.

GENERAL

Do I have to 'Open an Account' to use your Services?

No, we offer our services to all traders, businesses and private individuals so long as you hold a valid credit or debit card or you are a PayPal user. **NO ACCOUNT IS REQUIRED**

Are you VAT Registered?

Yes we are VAT registered; all our prices quoted are exclusive of VAT. Our VAT number is 688 9889 20

What is your Company Registration number?

Our Company Registration number is 03530859 and registered as One Call International Limited t/a Parcel2Send.net

Are bookings made on the Internet processed 24 hours a day?

Any internet booking placed Monday to Friday up to 1:00pm, and any telephone or email booking placed before 12:30pm will be processed the same day. Booking received after 1:00pm are processed and booked for collection the following working day. (excluding weekends)

Where do you deliver?

We deliver anywhere in the U.K. Other international destinations are handled by One Call International. [Click here for more details.](#)

How long will delivery take?

Most areas are next working day from collection; however certain remote areas and offshore destinations may take longer. We also offer "Timed" By 12:00 and By 09:00am Delivery options, please see services menu or email [customer services](#)

What days do you deliver?

We deliver Monday to Friday. (Not public holidays.) We can offer a Saturday morning service, please call for a quote. Same Day delivery by courier can be arranged for any day of the week including Christmas Day, Boxing Day and New Years Day (surcharges apply).

Can you deliver in the evenings?

No, the latest time we will deliver is up to 18:00hrs - If you are unable to accept delivery when our driver arrives a card will be posted through the letterbox informing you of an attempted delivery - For re-delivery please call the number displayed on the card quoting the consignment reference and your postcode. If we do not hear from the receiver of the parcel we will automatically attempt delivery the Next-Business Day.

What happens if delivery is not completed?

If after 3 attempts at delivery we are unable to complete the order, and we HAVE NOT been contacted, we reserve the right to return the parcel to the original sender. This return service is known as "Return Carriage" . The sender of the parcel will be responsible for return carriage charge at the same rate as delivery charge to also include a "Return Carriage" surcharge of £5.95 excluding VAT.

I can't find the answer to my question here. How can I find help?

You may [email](#) any further queries or call 0845 612 6610

SERVICES

What services do you offer?

We specialise in Next Business Day and Economy Parcel delivery anywhere in the U.K. and the E.U. We also specialise in U.K and European Same Day services. We are able to deliver to 95% of U.K. postcodes usually the next-working day. Same Day delivery can be to any U.K. postcode area. E.U. parcel deliveries to major towns and cities are usually completed by 14:00hrs Next-Business Day (pending local holidays) at no extra charge. [Click here for more details.](#)

Can I choose a time of collection?

Unfortunately No, we are unable to supply a time for collection, just the day. Our driver will usually attempt collection of your goods any time between 11:00am and 6:00pm Monday to Friday (excluding public holidays). We are unable to request drivers to call you before a collection is attempted.

What is the maximum size of parcel I can send?

ND Parcel Service: The maximum parcel size accepted for this service is 250cm x 90cm x 80 cm, with a maximum actual weight of 30kgs per parcel.

ECONOMY 48 - 72 Service: The maximum parcel size accepted for this service is 100cm x 50cm x 40 cm, with a maximum actual weight of 30kgs per parcel. Irregular or oversize parcels can attract volumetric weight charges. **There are NO restrictions on the number of parcels you may send.**

What time will you deliver my order?

Timed Deliveries are priorities therefore if your parcel is urgent please use a Timed Service, otherwise all deliveries are guaranteed Next-Business Day by 18:00hrs.

What happens if I am unsure of the size or weight of a parcel?

We do need the dimensions and weight of all bookings. Failure to provide accurate measurements may lead to additional costs and delays in delivery.

What are Volumetric Weight Charges?

Our network charges by either the gross or volumetric weight, whichever is the greater. The chargeable weight of a consignment is the aggregate total of each individual package rounded up to the nearest kg.

How do you calculate Volumetric Charges?

If the volume of a single parcel exceeds the gross weight declared our website automatically adjusts the delivery charge to include any volumetric weight charges, this charge is notified to you after each parcel dimension has been entered, the calculation we use is:



FOR EXAMPLE

A parcel measuring 60cm x 60cm x 60cm would have a volumetric weight of 36kg.

$$60 \times 60 \times 60 = 216,000$$
$$216,000 \text{ Divide by } 6000 = 36\text{kgs}$$

Can you deliver fragile items such as glass or ceramics?

Yes we can deliver these items, but they are uninsurable so we cannot offer any refund or compensation for damage. If you do send fragile items, please pay particular attention to the packaging. No refunds can be given.

Are there any types of goods I cannot send with you?

There are certain types of goods that cannot travel through our network. For a comprehensive list please read our terms and conditions of carriage. [Click here for more details.](#)

- Animals and Livestock
- Ammunitions
- Shotguns
- Handguns
- Handheld Weapons including knives
- Flammable material
- Flammable chemicals
- Fuel Oil including petrol and diesel
- Precious Metals including Gold / Silver
- Jewellery including diamonds
- Cash and Bonds

PACKAGING

What packaging should I use?

All packages must be properly packaged in new cardboard boxes, or protective covering. Smaller items should be packaged in a jiffy bag. If new products are being sold, they should be in the original manufacturers packaging. Rule of thumb - Package your product as you would expect to receive it if you had bought it from someone else. Properly packaged items increase the likelihood of people buying from you again.

Do I need to put an address label on the package?

Yes, the full address, postcode and any telephone numbers should be placed on every consignment. It will help us if you add the booking reference. If you sending multiple parcels please ensure an address label is attached to each parcel.

Other helpful tips to ensure smooth delivery process?

If you are sending multiple packages please attach an address label to each parcel, previous experience also tells us it's a good idea to **Mark Each Box** as,

EXAMPLE IF SENDING 3 PARCELS: BOX 1-of-3, BOX 2-of-3, BOX 3-of-3, etc

BOOKINGS

Do I have to book online?

You can ring our customer service team on 0845 612 6610, or [email](#), but by booking online you will be able to use our track and trace facility, and email alert services. Online bookings help to keep our costs down, which means we can offer you a better price.

How do I book online?

Once you have got your quote and accepted our terms and conditions, click on "book this quote" and enter all the details on the booking screen. You will then be able to print a confirmation page. Once the booking has been submitted, you will be able to pay by either using your PayPal account, or by credit card. Once we have confirmed the payment, your booking will go ahead.

Are there any type of goods I cannot send with you?

There are certain types of goods that cannot travel through our network. For a comprehensive list please read our terms and conditions of carriage. [Click here for more details.](#)

What if I forget to book one item on line?

We will only collect items that have been booked.

Can I send 2 or more items to the same address, how do I book this?

Yes, please ensure you enter the correct number of parcels you wish to send, our systems will request the dimensions of each parcel, once entered the delivery charge for your consignment will be calculated and any volumetric charges will be advised before final completion of booking.

What size package can I send?

ND Parcels - Maximum permitted size is 250cm x 90cm x 80cm. Maximum weight 30Kg per parcel.
Economy Parcels - Maximum permitted size is 100cm x 50cm x 40cm. Maximum weight is 30Kg per parcel.

How do my customers know that an order has been despatched?

When you submit a booking to us, you have the option to send an "email alert" to your customer. They will receive a confirmation of despatch email, with a guideline delivery date and a link to our tracking system.



TRACKING

Can I track my order?

Yes, go to the tracking area of our website and enter the consignment number.

PAYMENT

What method of payment can I use?

We collect payment online securely through PayPal where you can pay using your own PayPal account or by any Credit or Debit card; for high volume users with good credit history, we do offer credit account facilities, please contact us. [Click here for more details.](#)

Can I open a credit account?

We do offer Credit accounts for companies that send high volumes of parcels, please [email](#) for an application form.

DELIVERY

How will my order be delivered?

Your order will be delivered by one of our specialist parcel delivery networks.

What happens if I am out when you try to deliver?

Our driver will put a card through the letterbox with the consignment reference number and the phone number of the nearest depot. You can ring them to arrange re-delivery.

Can you leave the parcel with a neighbour?

Yes, as long as you have specified this in the "notes" on the booking screen. We will not leave a parcel without a signature or at a different address unless you authorise us to do so.

Can I collect the parcel from your depot?

Yes, the phone number of the local depot will be on the card, just quote them the consignment number, let them know that you will collect in person and make sure that you take the card with you.

CLAIMS

What happens if an item I send gets damaged?

In the unlikely event that an item is received damaged, you must first make us aware by emailing us the following details, Consignment number, delivery address, date sent, what the goods were and what the damage is, and how it was packaged. Please email these to our claims department: claims@onecallcouriers.co.uk

Please be aware there are some items we are unable to insure, these include items containing glass, porcelain and any item considered to be fragile. The responsibility of the sender is to ensure items are packaged correctly, parcels in our network will travel en-route with other heavy or lighter parcels therefore please ensure your parcel is packaged correctly and able to sustain a knock or fall while in transit. Damage claims to fragile items containing glass or insufficiently packaged parcels are not accepted and no refund on carriage is available.

What if the recipient finds the goods damaged?

If the external packaging is in good condition then it will be deemed that the packaging was insufficient and no claim can be processed. Also, if the goods have been signed for in good order, no claim can be processed.

Should I keep the packaging?

Yes, any packaging will be inspected during a claim.

Is there a time limit?

Yes, we must be notified of any claim within 7 days from the date of final delivery. After this time, no claim can be made.

How much compensation will I get?

The maximum compensation that we will pay out is £50 per consignment

Do I get a refund?

Yes, if your claim is successful, we will refund the original delivery charge but only if the claim is within the £50 threshold.