



Quick Guide to Failed Collections

If a parcel has not been collected

In the event of a parcel not being collected (failed PUR) which results in the customer requesting it to be run same day, the following procedure will be adopted.

Upgrade it or run it?

APC will request a contact number for the consignee.

APC will call the consignee, apologise and ask whether they would be happy to have the parcel upgraded to a timed option free of charge the following day. If the consignee is happy, APC will charge the failing depot for the upgrade and a debit will be raised for the failed collection.

Run parcel as same day delivery

In the event of the consignee needing the parcel to be run same day, APC will ask what the product is and will confirm a closing time of the delivery point. If APC are happy that the consignment needs to be run then the failing depot will be asked to arrange this.

If the failing depot refuses or cannot supply a vehicle then APC will arrange a courier and the costs will be recharged.

We pride ourselves on the highest level of service that we can possibly offer our customers. We are also keen to avoid unnecessary journeys that increase congestion and contribute to climate changes.