

Quick Guide to APC Delivery Services



APC takes great pride in the way it delivers your parcel. Because your parcel is important, we obtain a signature at the point of delivery.

Residential Addresses:

It is sometimes the case that at the time of delivery there is no one in to receive your Parcel.

Through customer research we know that finding a “we called card” causes a great deal of irritation and disappointment to your customer.

Because of this, our driver will now attempt to deliver to a near neighbour.

They obtain a signature from the neighbour, record the address that the parcel has been delivered to and provide that information to the original delivery address, on the “we called card”.

The usual Liability cover is in place until your parcel has been received by your customer.

If you prefer the parcel only to be delivered to the original address, this can be included automatically on the special instructions, by ticking the box on the computer program, It then reads “Must not be left with a neighbour”.

Security

Security deliveries are sent through our very special system. Security deliveries may only be delivered to the original delivery address.

Saturday deliveries

Please provide a telephone number for the delivery location so that we can resolve any problem promptly.

It is worth noting that all deliveries on a Saturday have to be pre-12noon. Our depot network closes at 12noon on a Saturday so it is important that issues are addressed before this time.