

Domestic FAQs

aramex

Store-to-Door Courier

1. When will my parcel be delivered?

If your parcel is deposited into the Aramex Drop Box before the collection time indicated on the Drop Box (usually between 4:00pm and 5:00pm, Monday to Friday, unless specified otherwise), it will be delivered by 10:30am the following business day to all main centres.

2. How do I know if it's a main centre?

There are too many areas to list all destinations, but 50km around each of the following areas are usually considered a main centre: Johannesburg, Pretoria, Polokwane, Rustenburg, Nelspruit, Vaal Triangle, Kimberley, Bloemfontein, Cape Town, George, Port Elizabeth, East London, Durban, Pietermaritzburg, Stellenbosch and Richards Bay.

3. What cannot be sent?

As your shipment will move by air, certain items are not allowed to be shipped. These are Explosives, Flammable Solids (matches, certain batteries), Radioactive Materials, Flammable Gas (gas cylinders, lighter fuel, aerosols), Oxidising Substances (chlorine, peroxide), Corrosives (instruments containing mercury, acids), Flammable Liquids (paint, petrol, thinners), Poisons (pesticides). For security reasons we do not recommend sending gold or silver bullion, coins, cyanides, precipitates or any form of gold or silver ore, platinum and other metals, precious and semi-precious stones including commercial carbons or industrial diamonds, jewellery, currency (paper or coin) of any nationality, securities, stocks, bonds, un-cancelled postage or revenue stamps, blank or endorsed bank cashier's cheques, money orders or travellers cheques, livestock or plants, arms and ammunition.

4. What is the waybill?

In your Aramex Drop Box pack, you will find a waybill. The waybill is a 5-layer carbon paper address and delivery document. This is where you need to enter your own address and contact details, as well as the delivery address and contact details. Please remember to insert your cellphone number so that we can send you SMS updates on delivery. More importantly, the waybill has your unique waybill number printed below the barcode. Your waybill number is the primary reference used to track your shipment. Remember to remove and retain the top layer (Customer's Copy) of the waybill for reference purposes.



5. What is the plastic sleeve?

In your Aramex Drop Box pack, you will find a plastic sleeve. This sleeve (dimensions 45cm x 35cm) is sometimes referred to as a "Flyer Bag". Your shipment needs to fit inside this plastic sleeve in order to be shipped through the Aramex Drop Box. For shipments that do not fit into the sleeve, please contact your nearest Aramex station for alternate solutions. Although the plastic sleeve has space for sender and receiver details to be completed, this is not necessary as the waybill is the primary shipping document.

6. How do I package my shipment?

You are responsible to package your shipment in such a way that it is protected against damage that may occur with normal handling procedures. The plastic Aramex Sleeve adds additional protection and should be securely sealed.

7. What if I don't know the delivery postal code?

Contact your nearest Aramex station if you are unsure of the postal code – station contact details can be found on our website (www.aramex.co.za) or on the rear side of the Drop Box pack.

8. Can I send my parcel internationally?

This service is reserved for Domestic delivery only, at a cost of R99. Should you wish to send documentation Internationally, please make use of our International Drop Box pack. These are two separate service offerings, and the packs are not interchangeable. Should you wish to send non-documents Internationally, please contact your nearest Aramex station – station contact details can be found on our website (www.aramex.co.za) or on the rear side of the Drop Box pack.

9. Why can I not send my parcel to a P.O. Box address?

The Aramex Drop Box is an express courier service, therefore your parcel will be delivered to door, and will require a signature from the receiver.

10. What happens to my parcel once I deposit it into the Aramex Drop Box?

An Aramex courier will collect the parcels from the Aramex Drop Box each working day (Mon- Fri) between 4:00pm and 5:00pm (unless specified otherwise). Your shipment will then be delivered within the time frame mentioned in point 1 above.

11. Can I track my shipment?

Yes. Your waybill number (indicated below barcode) on your waybill is your reference for tracking purposes. Visit the Aramex website at www.aramex.co.za and enter your waybill number in the tracking field provided on the home page. Online tracking of your parcel is available shortly after your shipment has been collected from the Aramex Drop Box. If you do not have internet access, you can call any of the Aramex stations nationally to track your shipment. A contact centre representative will then give you a verbal status update on your shipment.

12. Is it safe to send valuables?

Very much so. Unlike normal mail, your shipment is never left unattended and will be delivered by hand to the receiver. A uniformed Aramex Courier will also require a signature from the receiver before handing over the parcel.

13. Is the shipment insured?

There is no insurance available for Drop Box shipments due to legal limitations.

14. What is the "Sender's Reference/Order No."?

This field is optional and can be used to insert any number or Reference that you may want to add. This Reference can serve as an additional tracking number on our website.