Delivering Parcels to Disabled Consumers

Scope of Policy

DX operates a range of delivery services to businesses and consumers, although the scope of this policy relates only to parcels up to 31.5kg for delivery to disabled consumers. Most relevant parcels will be delivered through the DX Express Parcels network, with a small number (above 25kg) being delivered by DX Freight. Some slight variations in process will occur between networks.

Communications with Consumers

Where DX's customer has provided relevant contact information for parcel recipients, DX will send pre-delivery communications by email and/or text message.

Pre-delivery communications will set out an estimated delivery timeframe for the parcel and, where possible, the name of the DX delivery agent.

These pre-delivery communications also include links to the DX website and other contact information for DX.

Parcel recipients are able to contact DX by LiveChat, email or telephone about any matters relating to their expected delivery, including to make DX aware of any additional needs or support that individual recipients may require, which may include making DX aware of any disability. Any information provided by a disabled parcel recipient will be treated confidentially, sensitively and in compliance with our legal obligations dealing with data privacy.

Most DX contact channels are available during normal working hours, Monday – Friday. LiveChat is also available on Saturdays.

DX will strive to accommodate reasonable requests by disabled parcel recipients where possible.

Delivery Options

Depending on the level of services chosen by DX's customers, several delivery options may be available to better suit the needs of disabled parcel recipients:

- re-arranging delivery for another day or time
- leaving the parcel in a nominated safe place ("Leave Safe")
- leaving the parcel with a neighbour ("Deliver to Neighbour") DX

will always attempt to redeliver parcels on a later working day.

Awareness and Training

All DX colleagues will receive awareness bulletins about this policy through Colleague Communications. DX delivery personnel will also receive awareness briefings on the operational impacts of these requirements. Awareness communications will be updated to take account of continuing improvements.

Continuing Improvement and Feedback

DX continues to update its operating procedures specifically in respect of improving outcomes for disabled recipients. This includes enhanced technical solutions on our website and in our communications.

Recipients can provide feedback and suggestions to our customer service lines and LiveChat. DX will review feedback received to assist with our commitment to continuing improvement.

This policy will be updated from time to time to reflect improved practices as they are implemented.

This policy statement is available to view and download at www.dxlogistics.com

Revised: May 2026