



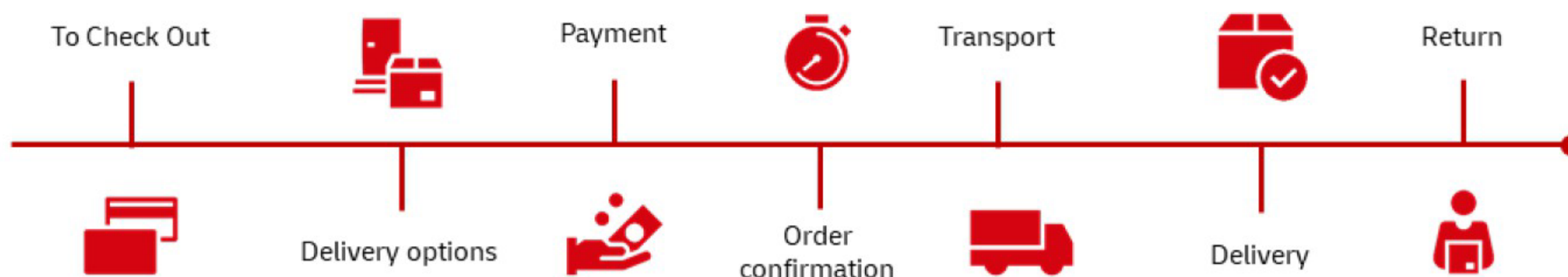
**DHL HOME DELIVERY INTERNATIONAL**

# **FROM CHECK OUT TO DELIVERY**



## FROM CHECK OUT TO DELIVERY

This is a guide for you using DHL HOME DELIVERY INTERNATIONAL delivery option in your check-out. The objective is to help you to provide the consumer/receiver with information throughout the process from check-out to delivery.



Several steps on the way from check out to delivery

### To Check Out

When the consumer has chosen the items from the web shop and clicks “to check out” it is time to make the conversion.

DHL HOME DELIVERY INTERNATIONAL is a transport service for your groupage shipment to your end receiver. Delivery will always be curbside unless otherwise agreed, and it will be made to the consumer’s residential address. Please note that the delivery service can vary and differ in destination countries.

To ensure a successful delivery and avoid additional costs, the receiver must be available at the delivery address during the scheduled delivery time. Receiver will be contacted prior to delivery (method of contact may vary but could be phone, email, text/sms etc.).

HOME DELIVERY INTERNATIONAL is available for most countries. See valid countries below:  
AT, BE, BG, CH, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LU, LV, NL, NO, PL, PT, RO, SE, SI, SK

NOTE: The specific weight and measurement limits are presented in DHL Freight Product Manual. For product definitions and APIs please check on [www.dhldashboard.se](http://www.dhldashboard.se). Please observe that when a tail lift is needed the max. weight per item is 750 kg.

Please use the correct DHL-logo (not DHL Freight, DHL Express or other divisional markers) in the check out for product HOME DELIVERY INTERNATIONAL.

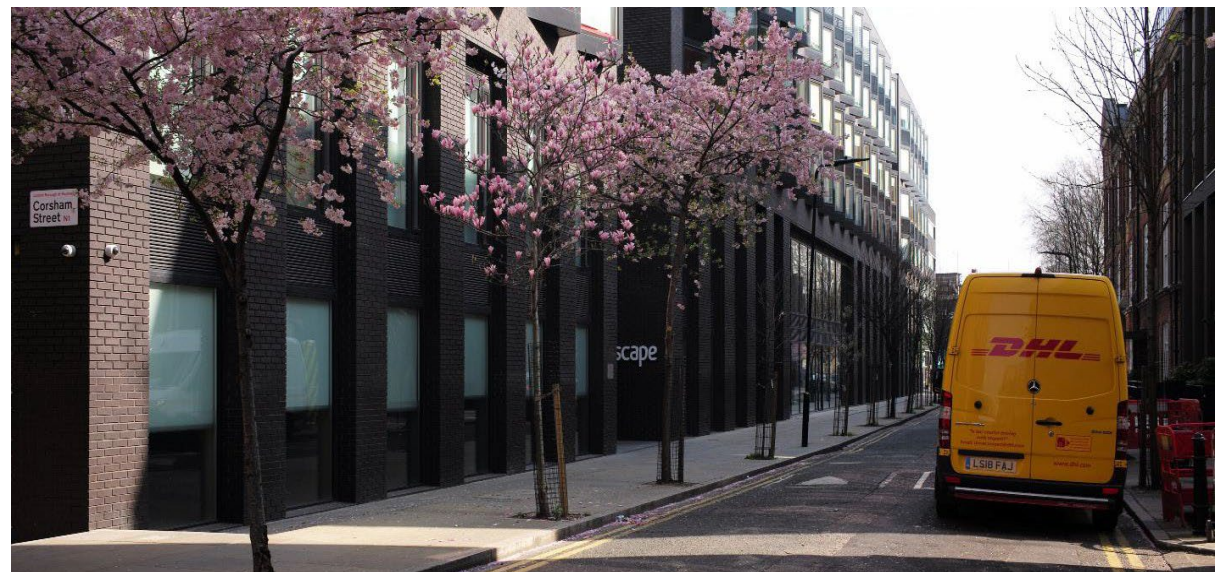


## Delivery lead times “x-y business days”

The total delivery lead time is from pick up to delivering terminal. Please note that the lead time is measured in business days, not calendar days.

The expected delivery day for a specific shipment id is to be found by tracking on [dhl.com](https://www.dhl.com) or [DHL Active Tracing](#).

For further details please speak to your ordinary contact person at DHL Freight Sweden.



## Order confirmation or other channel of consumer information

While keeping the check-out information brief, the need for consumer information in the order confirmation becomes more important to enhance the customer experience and to manage the recipients' expectations.

## Delivery method and notification

- Receiver will be contacted prior to delivery.
- It is very important that the provided contact details (phone number and email address) to the receiver is correct.
- Delivery will be carried out upon agreement with end receiver.
- DHL will deliver at curbside only (if not anything else is agreed upon).

## Track & Trace

- The track & trace for DHL HOME DELIVERY INTERNATIONAL is standardized in the network and the events are captured in real time.
- Please use [dhl.com](https://www.dhl.com) or [DHL Active Tracing](#) as tracking tools
- Please use shipment-ID for Track & Trace



## Returns

If the customer needs to return parts or the whole order, you need to inform them about how this will work.

Please look into our guide for return shipment and make sure this information is known by your team and consumer.

Please see instructions [here](#).

The return shipment will be trackable all the way back to the original sender's address via [dhl.com](https://www.dhl.com) and [DHL Active Tracing](#).

## Useful links

**DHL Freight Product Manual**, for customers and application developers and **DHL Finder API**  
<https://www.dhldashboard.se/Home.aspx>

Terms & Conditions

<https://www.dhl.com/se-en/home/our-divisions/freight/customer-service/useful-downloads.html>  
**Active Tracing - Selection**