

Towelrads

DHL DELIVERY PROCEDURE



Last Updated: 01/10/2026

The information below outlines how DHL's delivery service works for Towelrads products, including tracking updates, delivery procedures, and important information about making changes to your delivery.

On the morning of delivery, the site contact will receive a text message providing a one-hour delivery window and a live tracking link. This allows them to track the driver's progress and see how many delivery stops remain before arrival.

If any changes need to be made, these can be requested via the tracking link. However, please note that if changes are made through the link or the DHL app, the delivery will be postponed by at least 24 hours and will not be delivered on the scheduled day. Unfortunately, once a change has been actioned through DHL's system, Towelrads is unable to reverse or prevent the delay.

DHL drivers will always attempt to locate someone on site to accept the delivery. However, they are allocated a limited amount of time for each delivery. If no site personnel can be located, the delivery will normally be left at the site office unless alternative instructions have been provided.

DHL drivers are not issued with work mobile phones and are therefore not obliged to contact the site representative either before or during delivery.

Physical signatures are no longer required upon delivery. Instead, the driver will take a photograph of where the goods have been left and record the name of the person who accepted them. In the event of any delivery discrepancies, this information allows us to review photographic evidence and access a GPS-confirmed delivery location.

DHL deliveries operate on an all-day service, with deliveries taking place up to 7:00pm. Estimated delivery times are automatically generated based on the driver's route, meaning Towelrads cannot influence or amend delivery time slots.

An AM delivery service is available on request for an additional charge.

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