



Mission, Services, and Corporate Objectives

www.expressdeliverygroup.com

Mission



Punctuality

The widespread coverage of our transportation network throughout the national and international territory ensures maximum punctuality in deliveries



Reliability

The professionalism and competence of our employees ensure maximum reliability in transportation.



Safety

The guarantee of complete control over all phases of the service results in absolute safety



Avant-garde

New technological solutions are always implemented to ensure a service that keeps pace with the times

National Express Service



Service

Express shipments throughout Italy.

*Delivery times.

Delivery times are 24/48 hours throughout Italy except for Calabria, Sicily, and Sardinia which are 48-72 hours.

Type of Goods

We carry out any type of shipment, from a document envelope weighing 1 Kg up to a pallet weighing 1,500 Kg.

Traceability

All shipped packages can be easily and immediately tracked through our website.

• (*) The delivery times refer to indicative average times.

Single Package - Express Italy Service

Service and Type of Goods

The customer has the option to ship envelopes that do not exceed 3 kg in weight and 70 cm as the sum of the 3 sides, or packages up to a maximum weight of 15 kg or 30 kg and a maximum size of 160 cm as the sum of the 3 sides. Unique prices based on weight ranges.

Complete coverage of the national territory.

*Delivery times.

Delivery times are 24/48 hours throughout Italy except for Calabria, Sicily, and Sardinia which are 48-72 hours.

Traceability

All shipped packages can be easily and immediately tracked through our website.

- (*)The delivery times refer to indicative average times.

Large Service

Service and Type of Goods

Elt is a versatile product. The service is divided into different weight ranges and the price is calculated based on the weight/volume.

In the case of bulky packages, the cost is calculated not only based on the actual weight but also taking into account the volumetric weight.

*Delivery times

Delivery times are 24/48 hours throughout Italy except for Calabria, Sicily, and Sardinia which are 48-72 hours.

Traceability

All shipped packages can be easily and immediately tracked through our website.

- (*) The delivery times refer to indicative average times.

Groupage Service

Service and Type of Goods

With the Groupage service, the customer has the possibility to send any type of goods at very low costs. The service is available both in standard and express mode.

Delivery times

The costs vary according to the destination and the type of service: per cubic meter, per volumetric weight, and per linear meter.

Traceability

All shipped packages can be easily and immediately tracked through our website.



Express Delivery Group is a partner of Posteitaliane Spa

Kipoint manages your shipments throughout Italy thanks to the EXTRALARGE product, the versatile and competitive national express service suitable for every need; in fact, it is the solution for sending both single-package and multi-package shipments with a single service.

Delivery is made within approximately 1/2 working days following the pickup in most Italian locations.



Speed



Freight collect



Insurance



Inspection



Cash on delivery (COD)



Delivery



Speed

Time Definite (delivery at a predetermined time): The customer has the possibility to find the right delivery solution. For locations where this service is available, there are 3 delivery options: 9:00 am - maximum 15 kg, 10:00 am - maximum 30 kg, 12:00 pm - maximum 30 kg; In addition, delivery is made by 12:00 pm in over 1,000 Italian locations and by the end of the next working day following pickup in approximately 2,800 Italian locations.



Insurance

Upon request, you can insure your national shipments with maximum coverage limits or a percentage of the declared value. The insurance by maximum coverage limits includes four limits, while the insurance based on a percentage of the declared value includes a fixed surcharge per shipment for a value of up to 500 euros and a percentage for higher values up to 2,582.28 euros. It is also possible to insure shipments with a higher value by taking out specific insurance.



Cash on delivery (COD)

Freight collect involves the sender paying for the transportation costs while the content of the shipment is the responsibility of the recipient. Cash on delivery can be paid either by a check made out to the sender or by cash payment.



Inspection

DIGIPOD is the electronic proof of delivery provided through an image that can be consulted on the mySDA portal, available from the day after delivery.
SMART ALERT is a service that sends messages via SMS (for a fee) and/or email (free of charge) to notify the recipient and/or the sender about the status of the shipment.



Delivery

AT FLOOR: delivery made to the recipient's doorstep.
BY APPOINTMENT: delivery on a day and time agreed upon with the recipient by phone. Also available for redelivery in case of recipient's absence on the first attempt.
ON SATURDAY: delivery on Saturdays for recipients who are difficult to reach during working days.
EVENING DELIVERY: delivery from 6:30 pm to 9:00 pm, from Monday to Friday.
AT A DEFINED DAY AND TIME: allows for planning the delivery of goods on specific days and during a determined time slot.



Opening in November 2020

Built in just 12 months on a total area of 52,000 square meters, the Logistics Center employs 175 people who work there every day. It has the capacity to handle up to 140,000 packages per day.



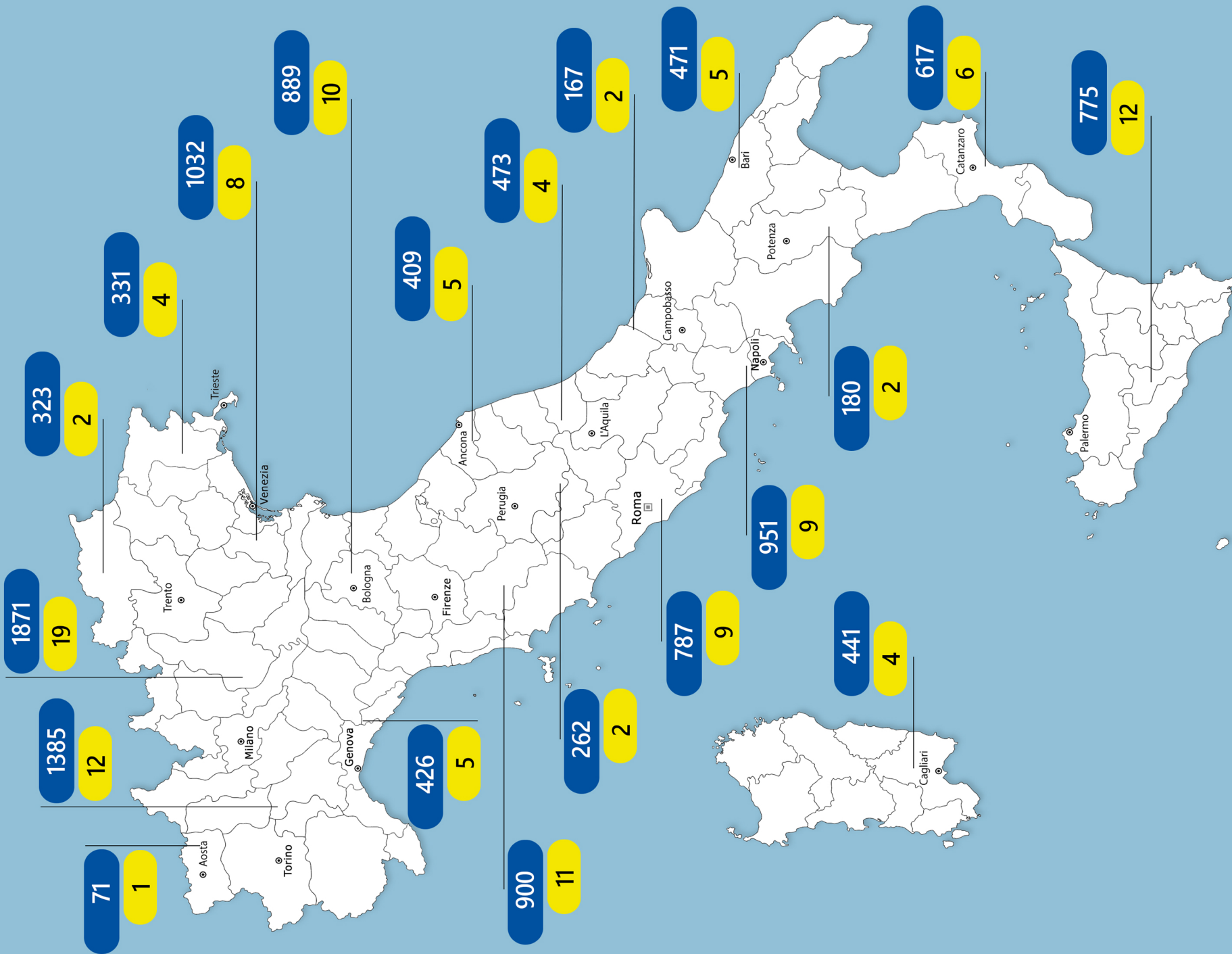
Opening in March 2021


It is the largest logistics hub in Italy, with a total area of 80,000 square meters, and 600 people working there every day. It has the capacity to handle up to 300,000 packages per day.

Since 2021 we have been partners of Kipoint, a company of the SDA Poste Italiane group, which includes over 12800 branches, 5 hubs, **169 MLN packages per year.**

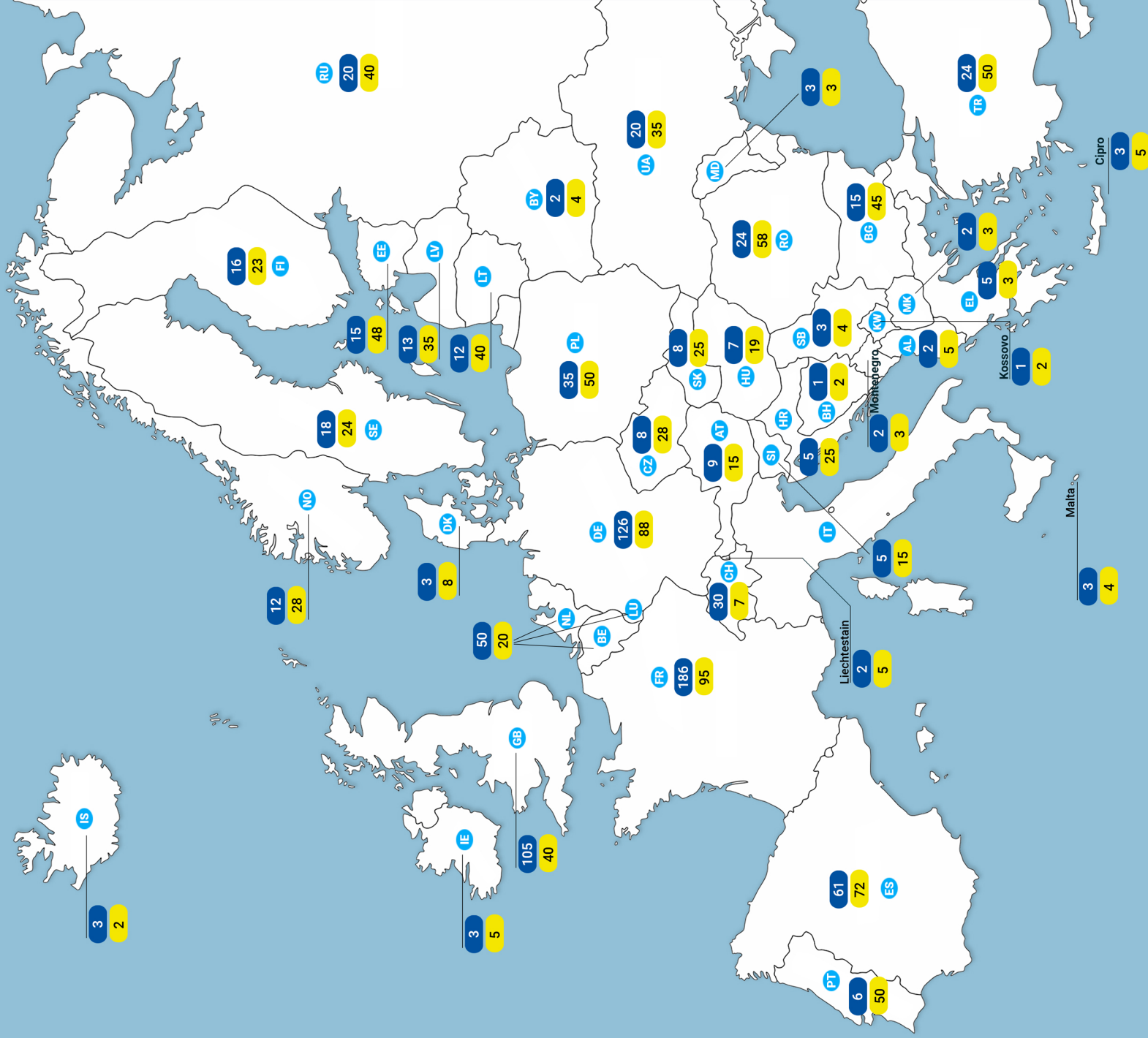
DISTRIBUTION OF POST OFFICES AND BRANCHES

12.761 Post offices
132 Branches



A 3D rendering of logistics infrastructure. In the background, a large white cargo plane flies over a large globe showing the continents of Europe and Africa. In the foreground, there are several cardboard boxes of different sizes, a small blue van, and a larger white semi-truck with its back door open, revealing more boxes inside. The scene is set against a light blue gradient background.

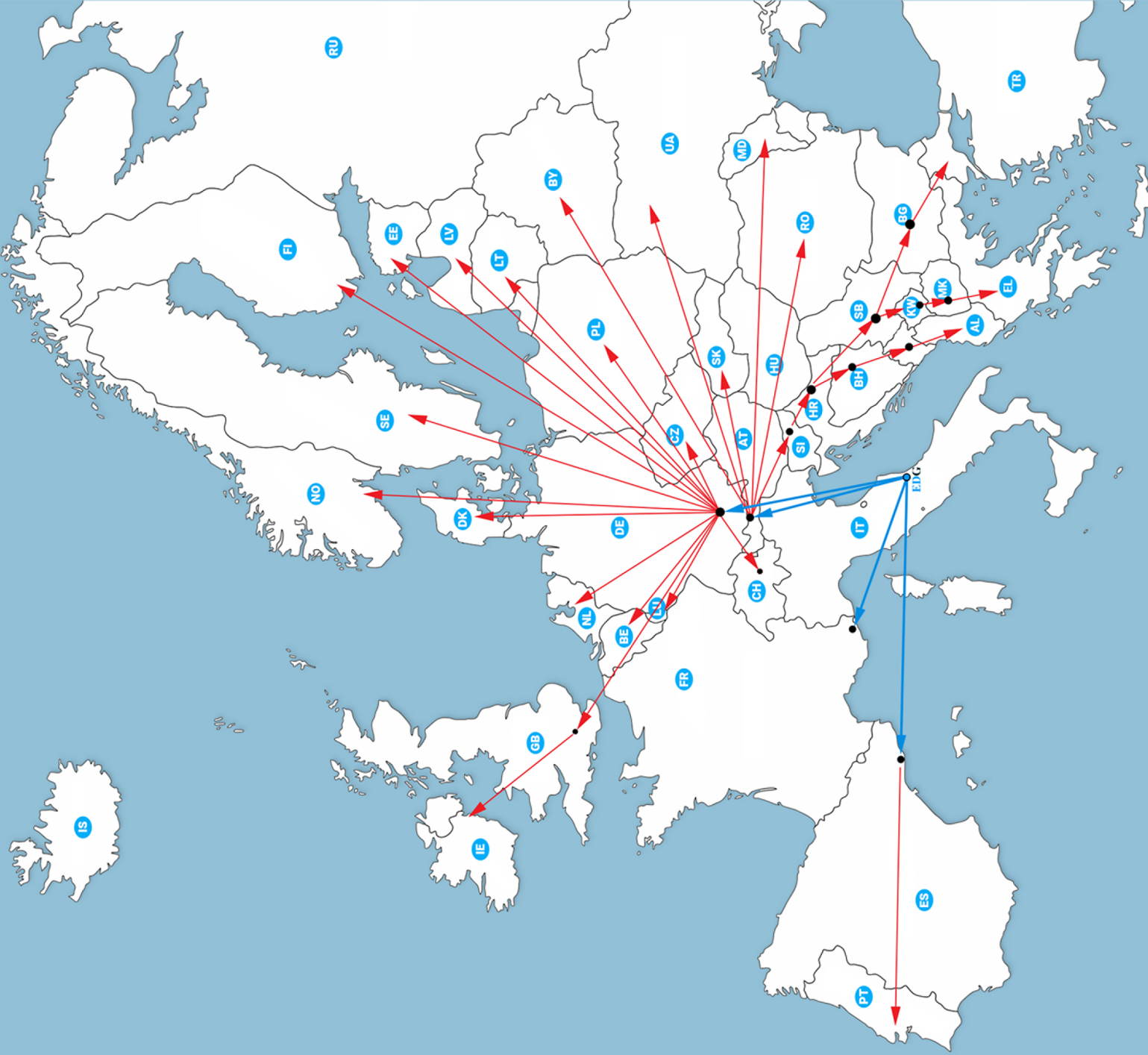
In Europe, our structure relies on over 60 partners, with over 1,800 branches, and delivers 2 billion packages and pallets.





DDG
Express Delivery Group

EUROPE



Departures from the Nereto headquarters
to our main hubs in Stans, München,
Nice and Barcelona

Hubs 
European destinations 

Solutions for e-commerce

Your international shipments travel to reach anywhere, in over 200 countries worldwide. A complete service, from pickup to delivery, including customs clearance operations. In addition, Kipoint centers offer packaging solutions suitable for all types of goods. In our Kipoint centers, you can choose the most suitable service for your needs:

The Express product Air Freight

Delivery times: vary from 1 to 5 days depending on the chosen destination.*

Product Economy Via Aerea

Delivery times: vary from 4 to 8 days depending on the chosen destination.*

Trucking product

Delivery times: vary depending on the chosen destination and type of service, Express or Standard.

Additional Services

Full coverage - International shipments can be insured upon request up to a maximum of 1,500 euros. It is also possible, upon request, to insure international shipments for maximum amounts exceeding 1,500 euros and up to a maximum of 50,000 euros.

Smart Alert - Provides notification to the recipient and/or sender of the shipment status via SMS (charged) and/or email (free).

Digipod - Is the electronic proof of delivery provided through an image available from the day after delivery.

Freight Service - It is the most economical solution for less urgent shipments weighing from 68 to 1,000 kg per package. It is an express service, suitable for your specific needs, for heavy goods packed on pallets, in wooden boxes, or in multiple boxes, with pre-defined delivery times for your customers in Europe, United States, Latin America, Africa, or Asia (4-6 working days).

Packing service for any type of goods, including temperature-controlled packaging.

*Delivery times refer to indicative average times.

International Single Package Service

(Express via Truck)

Served Countries

With the Monocollo service we deliver to the following countries: Austria, Germany, Switzerland, France, Belgium, Netherlands, Luxembourg, Spain, Portugal, England, Ireland, Sweden, Finland, Norway, Denmark, Greece, Bulgaria, Romania, Hungary, Czech Republic, Poland, Bosnia-Herzegovina, Croatia, Serbia, Slovakia, Slovenia, Turkey, Lithuania, Latvia, Estonia.

DAILY REGULAR DEPARTURES (*)

*Delivery times

The delivery times vary depending on the destination of the goods and the type of service. For example, the delivery times for Germany and Austria are 2/3 working days. (**).

Service Type

The customer has the option to send all packages weighing from 0-30 kg and with a maximum volume of 0.25 cubic meters. The service can also be provided in standard mode (with a delivery time of 1-2 additional working days compared to the Express mode).

Traceability

Even for air shipments, our customer is able to track their shipment online.

- (*) Departures are usually made daily, subject to truck availability.
- (**) The delivery times refer to indicative average times.

Servizio Internazionale - Euro Express Parcel

(Espresso Via Camion)

Served Countries

Currently, we specialize in direct express deliveries via truck to Germany, Austria, Switzerland, Belgium, Netherlands, Luxembourg, France, Spain, Portugal, England, Ireland, Sweden, Finland, Norway, Denmark, Lithuania, Latvia, Estonia, Greece, Bulgaria, Romania, Hungary, Czech Republic, Poland, Albania, Bosnia-Herzegovina, Kosovo, Croatia, Macedonia, Montenegro, Serbia, Slovakia, Slovenia, Turkey, Russia, Cyprus, Moldova, Belarus, Iceland, Malta, Ukraine. With daily regular departures (*).

Service Type

The customer has the possibility to ship all types of packaging (pallets, containers, etc.) with the Euro Express Parcel service. The service can also be carried out in standard mode (with a delivery time of 1/2 days longer than the Express mode).

*Delivery times

Delivery times vary depending on the destination of the shipment and the type of service. For example, delivery times for Germany and Austria are 2/3 working days. (**).

Traceability

All parcels can be easily and immediately tracked through our website.

- (*) Departures are usually made daily, subject to truck availability.
- (**) The delivery times refer to indicative average times.

Groupage Service

Countries served

Germany, Austria, Switzerland, Belgium, Netherlands, Luxembourg, France, Spain, Portugal, England, Ireland, Sweden, Finland, Norway, Denmark, Lithuania, Latvia, Estonia, Greece, Bulgaria, Romania, Hungary, Czech Republic, Poland, Albania, Bosnia and Herzegovina, Kosovo, Croatia, Macedonia, Montenegro, Serbia, Slovakia, Slovenia, Turkey.

Service

With the groupage service, the customer has the possibility to send any type of goods at very low costs. The service is only available in standard mode.

Delivery times

They vary depending on the destination and the type of service: by cubic meter, by volumetric weight, and by linear meter.

International Service - By Air

Service and Destinations

Our international air service is based on collaboration with the world's largest air distribution networks, ensuring excellent service both for Export and Import. The service is available both in Express and Economy mode.

Our networks cover up to 215 countries worldwide.

*Delivery times

The delivery times vary depending on the destination of the goods.

Service Type

We are able to ship goods from 0 to 1,000 kg.

Traceability

The customer is also able to track their shipment online for shipments via air freight.

- (*) Departures are usually made daily, subject to truck availability.
- (**) The delivery times refer to indicative average times.

Sea Freight Service

Service and Destinations

- The client has the possibility to ship any type of goods with very low costs.
- Express Delivery, thanks to the collaboration with different correspondents, is able to coordinate the different phases of a sea transport to major destinations worldwide.

Service Type

- FCL (Full Container Load)
- LCL (Less than Container Load)
- Customs clearance.
- Storage

Other services

FTL (Full Truck Load)

Thanks to our extensive experience in full load transportation, Express Delivery provides tailor-made solutions for any type of service and material. We offer our customers various transport solutions with any type of vehicle. Moreover, from today it is possible to book your full loads directly on our website in the specific section, and you will receive a quote and delivery times shortly after.

LTL (Less Than Truckload)

With this service, Express Delivery wants to also meet the needs of those who need to send small shipments of goods by road. We are able to pick up and deliver any type of goods or industrial materials.

Dedicated Services

We ensure the fastest and most reliable delivery upon request, wherever and whenever you deem it appropriate. Dedicated services that offer the fastest and most flexible air and road solutions for your shipments anywhere in the world. Our network connects the major global trade routes, serving over 200 countries. Using all means of transportation at our disposal, from motorcycles to airplanes, your shipment will be picked up immediately and delivered using the fastest and most direct route. For shipments where urgency is measured in minutes and hours, our service is available 24 hours a day, 365 days a year. We also offer same-day pickup and delivery.



Web Solution

Shipment Tracking: we have integrated our shipment tracking system with the online system available on our website www.expressdeliverygroup.com, through which our clients can independently know every detail about the status of their shipments at any time.

Pickup Booking: this function allows you to book a pickup comfortably from your PC, as an alternative to telephone or fax booking.

Login: if you decide to become our clients, you will be given a username and password to access our internet services.

Certifications

- Entrusting your goods to Express Delivery means having the certainty of working with a highly qualified group able to meet all your needs.
- Express Delivery is organized to offer a complete pick-up and delivery service.
- The widespread presence on the territory and a valid technological support allow Express Delivery to meet every shipping need, from envelopes to pallets.
- The constant management monitoring provides careful operational and qualitative control, and provides you with an efficient and highly competitive system for tracking your shipments.

EXPRESS DELIVERY S.R.L. is certified and compliant with UNI EN ISO 9001:2015

The certificate has been issued by TÜV Italia, a certification company originally from Germany in the field of food safety, environmental and quality management systems.

Standard number: UNI EN ISO 9001:2015 Title: Quality management systems

Summary: The standard specifies the requirements for a quality management system when an organization: a) needs to demonstrate its ability to consistently provide products or services that meet customer requirements and applicable legal requirements; and b) aims to enhance customer satisfaction through effective application of the system, including processes for system improvement and ensuring conformity to customer requirements and applicable legal requirements.

All requirements are of a general nature and intended to be applicable to all organizations, regardless of type or size, or the products or services provided.



Italia

**Certificate Nr. 50 100
11410 Rev. 004**

**Valid for the following scope of
application:**

**Provision of non-perishable and
non-dangerous freight forwarding
and transportation services on
behalf of third parties, both national
and international (IAF 31).**

A Team at your service



Your goods in safe hands

Entrust your goods to **Express Delivery** it means having security to work with a group highly qualified able to satisfy your every need.

Opening hours:

Monday to Friday,
morning 09:00 - 13:00,
afternoon 15:00 - 19:00

Phone: +39 0861.808227

Express Delivery srl

Commercial inquiries

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Administration

email amministrazione@expressdeliverygroup.com

Customer accounting

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Booking of collections

email ritiri@expressdeliverygroup.com

National customer service

email service.it@expressdeliverygroup.com

International customer service

email service.int@expressdeliverygroup.com