

## Dear Partner,

In this document, we have gathered all the information you need to know and follow in order to make end of 2024 deliveries a success. Please read it carefully.

- DPD Hungary Kft. will **suspend its time-guaranteed services** (Express 10 and Express 12) **from the 1st of November 2024 until 31 of December 2024.**
- **Peak surcharge** is effective **from 1st of November until 31 of December 2024.**
- Due to the holidays, the usual Tuesday transfers will be modified as follows:
  - In the week of Christmas:
    - On 23.12.2024, transfers will be executed for customers with a domestic account number, weekly transfers, daily transfers, Express COD and some ad hoc transfers (transfer notifications will be sent on 30.12.2024).
    - We will execute transfers on 30.12.2024 for customers with a foreign account number, customers with a daily transfer and customers with an Express COD contract (transfer notices will be sent on 02.01.2025).
  - During the first week of 2025:
    - On 30.12.2024, transfers will be executed for customers with a domestic account number, weekly transfers, daily transfers, Express COD and some ad hoc transfers (transfer notifications will be sent on 02.01.2025).
    - Transfers will be executed on 02/01/2025 for customers with a foreign account number, daily transfers and customers with Express COD (transfer notifications will be sent on 03/01/2025).
  - From the second week of January 2025 (from 6th of Jan.), transfers will be processed as usual.

## Holiday opening hours:

- For **domestic parcels picked up by 19 December**, we guarantee the first delivery attempt before Christmas.
- As usual, **we will attempt to deliver twice during the peak period.** After the second unsuccessful delivery attempt, **parcels will be returned to the depots where the consignee can pick them up within 5 working.** After 5 days, they will be automatically returned to the sender.
- Our **customer service will continue to be available** with regular opening hours as follows:

### Opening hours for our contracted partners:

Until 20 December:  
- Monday: 07:00 - 19:00  
- Tuesday-Friday: 08:00 - 19:00  
21-22. December: Saturday weekend  
23 December: Monday: 07:00-19:00  
24-26 December.: holiday  
27. December.: Friday, Holiday  
28-29. December: Saturday, weekend  
30. December: Monday: 07:00-19:00  
31 December.: holiday

### Opening hours for our consignees:

Until 20 December:  
- Monday: 07:00 - 19:00  
- Tuesday-Friday: 08:00 - 19:00  
21-22. December: Saturday weekend  
23 December: Monday: 07:00-19:00  
24-26 December.: holiday  
27. December.: Friday, Holiday  
28-29. December: Saturday, weekend  
30. December: Monday: 07:00-19:00  
31 December.: holiday

Please make sure you pay particular attention to correct labelling and packaging before and during the peak period. You can find details in our [Packaging Guide on our website](#).

We will also publish any changes and important announcements [on our website](#), our Weblabel portal, our newsletter and our [myDPD for business platform](#), so please visit these sites regularly to ensure that you are informed of all important information in time.

**Best regards,**  
**DPD Hungary**