

COVID-19 Frequently Asked Questions

To help provide you, our customers, with clarification around the impact of Alert Level 2 & 3 on Aramex New Zealand services, we have developed a list of key 'Frequently Asked Questions' to assist with some of your queries.

Please continue to regularly review our website and special section dedicated to Covid-19 under ['Service Updates'](#) for the most up-to-date and relevant information.

1. Are deliveries and pick-ups contactless in Alert Level 2 & 3?

Yes. As part of our national COVID-19 response strategy, we've reinstated contactless pickup and delivery measures to ensure we comply with the government social distancing protocols.

2. Are there any restrictions on sending items to Auckland while this region is at Alert Level 3?

We are not currently placing restrictions on the type of freight that can move through our network under Alert Level 2 & 3, however, to avoid overwhelming our Auckland based facilities, we ask all customers to consider holding off on sending freight to businesses within the region that are unable to operate during Alert Level 3.

3. Are your regional depots open for parcel collection and drop off during Alert Level 2 & 3?

Yes. All facilities are operating under normal trading hours and will be adhering to social distancing protocols as items are uplifted or dropped off to our facilities.

4. What precautionary safety measures are being put in place for Courier Franchisees, customers and our facility teams?

We have implemented a number of preventative measures throughout the network to restrict the spread of COVID-19. This includes but is not limited to additional daily cleaning, as well as providing Courier Franchisees and depot staff with strict hygiene and physical distancing rules, support and advice.

We have also reinstated safe business practices concerning social distancing within all facilities nationwide.