

COVID-19 Frequently Asked Questions

To help provide you, our customers, with clarification around the impact of Alert Level 1 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?

- We will provide a contactless service for all residential customers.
- For all business addresses, we will attempt to obtain a signature, where safe to do so.

2. Are regional depots open for parcel collection and drop off?

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.

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

We will continue to operate using recommended Health and Safety guidelines throughout all Aramex depots in New Zealand, with heightened precautionary measures enforced in the Auckland region.