

Dear Partners,

In this document, we have gathered all the information you need to know and follow to make your year-end 2022 deliveries a success.

Please read it carefully!

- DPD Hungary will **suspend its time-guaranteed services** (Express 10 and Express 12) from **25 November 2022 until 23 December 2022**.
- the **PEAK surcharge** came into force on 1 November
- Before and during the peak period, please pay particular attention to **correct labelling and packaging**, which can be found in the [Packaging Guide](#) (page 24) on our website.

Opening hours:

- We can guarantee the first delivery attempt before Christmas for domestic parcels picked up by **21 December**.
- **Our customer service** will continue to be available with the regular opening hours as follows:

Opening hours for contracted partners:

Until December 23:

- Monday: 07:00 - 19:00

- Tuesday-Friday: 08:00 - 19:00

December 24-26.: holiday

December 27-30.:

- Tuesday-Friday: 08:00 - 19:00

December 31.: holiday

Opening hours for consignees:

Until December 23:

- Monday: 07:00 - 19:00

- Tuesday-Friday: 08:00 - 19:00

December 24-26.: holiday

December 27-30.:

- Tuesday-Friday: 08:00 - 19:00

December 31.: holiday

To keep track of any changes, please visit our website or visit the dedicated Weblabel interface.

As always, the end of this year is full of challenges, but DPD is working for you and will do its utmost to ensure that your parcels arrive safely and on time. Please be patient and understanding with our colleagues during this time! We look forward to a successful and fruitful year together - again this year. We wish you good health, lots of joy, perseverance and pleasant preparations!

Sincerely,

DPD Hungary