

Our SameDay service standard

We commit to delivering a minimum of 98% ‘successful delivery service on time’ for our SameDay delivery options.



Service on time

can be defined by CitySprint having achieved a planned collection or delivery date and time within a 10 minute tolerance of the agreed time on the date required.

In addition to this, where a specific time agreement is not required, we commit to offering SameDay collections within:

- ➔ **20 minutes** for cargo bikes, motorbikes or pushbikes (central London zones 1&2)
- ➔ **45 minutes** for small vans, motorbikes or pushbikes (outside of London)
- ➔ **60 minutes** for transit vans
- ➔ **90 minutes** for long wheel base vans and larger vehicles

Our SameDay promise does not apply to UK overnight or international deliveries, or, to deliveries being undertaken in one of our carefully chosen 3rd party supplier networks. In this case, the applicable service options, timings and terms & conditions will apply.

For more information about our range of products and services, please visit us at www.citysprint.co.uk, or click the links below:



[SameDay](#)



[Priority](#)



[UK Overnight](#)



[International](#)



Successful delivery

can be defined by CitySprint handing your parcel to your specified contact unless they are unavailable, in which case we'll deliver to an alternative contact and we'll never post a parcel unless you give us permission to do so.

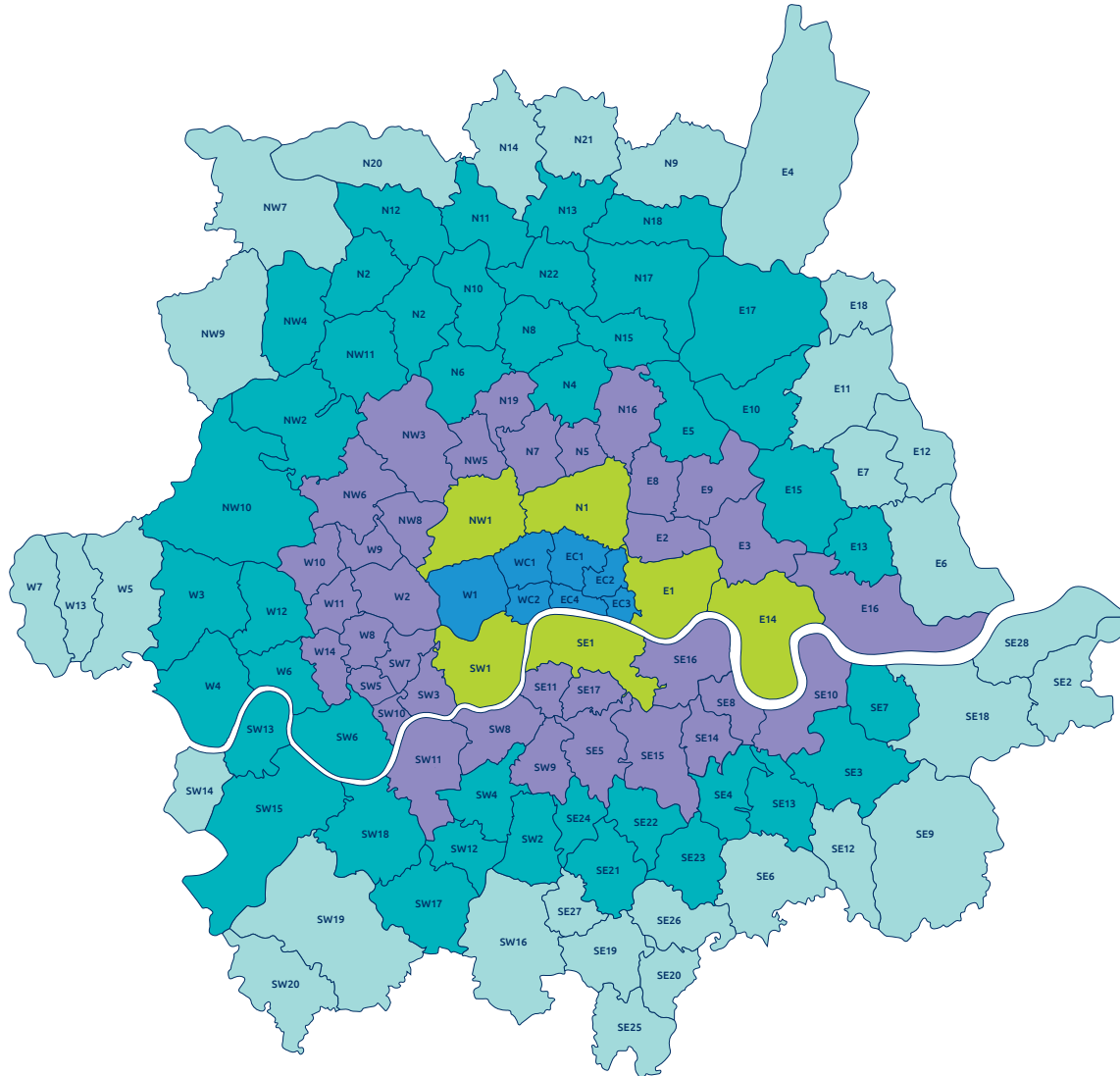
Deliveries will be signed for by the receiver on a handheld device known as a CityTrakker or a mobile application, providing you with signed proof of delivery which you can download from our website, your online account or app.

To ensure that our service performance is transparent and reportable, we use system references that allow us to record the outcome of a delivery, we call these exception codes;

Successful delivery codes	Unsuccessful delivery codes - CitySprint at fault	Unsuccessful delivery codes - exceptions beyond our control
Arrived on time	Consignment damaged	Card left
Outside timeslot (Client Request)	Control error	Outside timeslot - short
Customer induced delay	CSA/Booking error	Contact unavailable
CityTrakker issues	Courier delivered early	Courier broke down
Delayed on site by client	Delivered late	Cancelled on arrival
Redirected	General failure	Delivery refused
DC collection delay	Lack of resource	Goods not ready
Major event delay	Outside timeslot – control error	Incorrect address
Delay reported	Outside timeslot – courier error	Police Incident
		Weather conditions
		RTA/traffic conditions
		Unable to locate/ company moved

To help us meet your expectation and provide you with a successful delivery on time, please ensure that parcels are appropriately packaged for the nature of their transport. [Click here](#) to read some handy hints to get you started.

CitySprint London delivery promise



Standard delivery times (minutes from time of booking)

Zone	Bike	Van
1	90	120
2	110	150
3	155	190
4	180	200
5	210	235

CitySprint's London delivery promise operates on a zonal basis, if a booking is within the same zone then the delivery time would be the one listed within that zone. For example: A booking from WC1 to EC4 would take 90 minutes on a bike or 120 minutes on a van.

For deliveries between different zones the higher time would be applicable. For example: A bike booking from W2 to SE9 would take 210 minutes.