

UK & WORLDWIDE LOGISTICS



GETTING THERE FIRST



## WELCOME

### Hello, and welcome to Olympex Global.

Based in London Heathrow we are fast becoming one of the most recognised names in global logistics providing our clients with a fast, seamless and cost-effective delivery service throughout the UK and across the globe.

Olympex Global's main areas of expertise are;

- **Door to door air courier express.**
- **UK domestic overnight service.**
- **Worldwide air freight.**
- **Worldwide International Mail.**
- **European road services.**

Olympex Global is at the 'cutting edge' of logistic technology – providing ALL clients with a fully comprehensive 'track and trace' service and a unique 'pro-active' tracking system which will notify clients of any transit delays as well as the new expected delivery time.

Our team of friendly Customer Services advisors is here to help from 8.30am to 6pm Monday to Friday. We work with clients of all sizes. SME's to large multi-national Companies on a daily, weekly or monthly basis – large Company or small Company, we are just here to help.

In an uncertain economic climate we are also here to make your Company a significant saving from some of the larger companies. Please email / call our sales team today and ask for a quote ([sales@olympexglobal.com](mailto:sales@olympexglobal.com)).

I am confident that Olympex Global can make your Company a sizeable difference in both service and cost – we are London's flexible, secure and fast worldwide delivery service and are here to assist. Please check out our website ([www.olympexglobal.com](http://www.olympexglobal.com)) and start shipping with us today!

Looking forward to hearing from you.

All at Olympex Global.





UK & WORLDWIDE LOGISTICS



GETTING THERE FIRST



## INTERNATIONAL EXPRESS

### Fast Worldwide Solutions

Olympex Global's worldwide network of express courier options gives all of its current clients flexibility and choice. From a standard express worldwide delivery option a next day delivery – we are always here to help. We have the expertise and industry knowledge to deliver documents and goods from 0.5kg to 25,000kgs, anytime, anywhere, within the UK or across the globe, utilizing a mixture of well known logistic brands across each continent we can 'cherry pick' the fastest performing delivery company to deliver your goods – at the right price for you!

#### Olympex Global Checklist

- Air Express ✓
- Door to door worldwide ✓
- Parcels and documents ✓
- Bookings made online or by telephone ✓
- Collections from mid-morning until late ✓
- Emailed proof of delivery. ✓
- Help with customs paperwork and advice on international duties and taxes ✓
- Standard express or a European timed definite delivery ✓
- Here to help (customerservices@olympexglobal.com) / 0844 318 0777 ✓
- Our advice is always free ✓
- Pricing – we aim to save all clients between 10 – 20% from their current air express courier provider. ✓
- Customs clearance. ✓



## INTERNATIONAL OPTIONS

### Secure and Cost Effective.

#### EUROBOX

If you are a company that sends 'heavier' weighted items into continental Europe the perfect option would be our EUROBOX service. This service is a low cost alternative to our international express service as the service is a 'road trunk' service covering 30 European countries.

The network normally operates on a 3-6 working day service and is the perfect solution for goods that do not require a specific time deadline – the price-effectiveness of this courier option is a real bonus!

#### Olympex Global Checklist

- Eurobox Road Service ☒
- Fully tracked ☒
- Emailed proof of delivery ☒
- Weights of up to 60kgs per box. ☒
- Import & Export. ☒
- Delivered to business & residential addresses throughout Europe. ☒



#### INTERNATIONAL FREIGHT

Olympex Globals freight department is just a phone call away to give you and your Company different delivery options for your heavier weighted goods. Our international freight department liaises with a worldwide network of delivery partners and major Airlines to give you all the options at the best possible price, be it a air, sea or road delivery requirement that you may have.

#### Olympex Global Checklist

- International freight. ☒
- Import & Export. ☒
- Customs clearance. ☒
- Door to Door. ☒
- Airport to airport. ☒
- Collect & deliver. ☒
- Fully tracked. ☒



## INTERNATIONAL MAIL

As an alternative to using the Royal Mail, Olympex Global offers many of its clients an international mail delivery service. This service is a reliable worldwide delivery option for single letters, flats and packs. Options would include both worldwide priority & economy mail delivery services. This service is ideal for international mailshots, invites and small brochures.

### Olympex Global Checklist

- International & UK mail. ☒
- Letters, flats and packets. ☒
- Minimal paperwork. ☒
- Cost effective. ☒



## ART AIR DIVISION

Olympex Global's specialist ART AIR DIVISION deals with the more intricate detail when shipping high value paintings and sculptures to overseas destinations. Our team in this department specialise in the crating and distribution of art for many of our Mayfair and Knightsbridge based customers in the art world. A key aspect of this department is attention to detail paid by our team in terms of the correct packaging and paperwork to ensure a safe passage to the final worldwide destination. Please call / email our specialist team today (artairdivision@olympexglobal.com) for more details.



### Olympex Global Checklist

- Art Air Division. ☒
- Import & export. ☒
- Crating facility available. ☒
- Expert shipping knowledge for different types of artwork. ☒
- Help with Customs paperwork. ☒
- Cost effective methods of distribution. ☒
- Storage. ☒



## UK Delivery Options

### UK OVERNIGHT

Our UK overnight service is provided to us by a selected range of well-known UK overnight partners. These carriers have been individually selected for each area of the UK based upon their continued delivery performance. Olympex Global delivers throughout the UK on a next working day basis and delivers to both business and residential addresses. We have late collection times available to all our customers within London and have a range of delivery options for the next working day.

#### Olympex Global Checklist

- UK overnight deliveries. ✓
- Delivers throughout England, Wales and Scotland. ✓
- Late collections in London. ✓
- Timed definite delivery options for the next working day. ✓
- Saturday morning delivery option. ✓
- Tracking available and emailed proof of delivery. ✓
- Bookings made online or by telephone. ✓
- Cost effective. ✓

### SAMEDAY DELIVERY

Olympex Global same day delivery network stretches across the entire British Isles. If your delivery is of the upmost urgency the same day UK delivery service is the option for you.

#### Olympex Global Checklist

- Sameday delivery throughout the UK. ✓
- Meeting your urgent deadline. ✓
- Bikes, small vans, transits and long wheel based vehicles. ✓
- Fully tracked and an emailed proof of delivery. ✓
- Advice – Please call our Customer Service team today. ✓



## Working with you

There are many UK and overseas courier Companies to choose from these days, we at Olympex Global strive to be the best. Our fully comprehensive range of logistic options offers our clients cost effective alternatives for all of their shipping needs – and we assist them day by day, month by month, year by year.

The whole process of booking a courier will either start by a phone call or online booking. Your collection will be made by a fully trained, courteous, Olympex Global driver and then travel securely to its final UK or worldwide destination, fully tracked and monitored.

Our Customer Service team are based in London Heathrow and will always go that extra mile to help. They offer friendly, free advice on all of your logistic requirements.

### Suiting your needs

- Customer Service team instantly here to help. ✓
- Based in London Heathrow. ✓
- All bookings made online or by telephone. ✓
- Collections made from 11:30am to 6:30pm. ✓
- Deliveries can be made to suit your deadline, UK or worldwide. ✓



### OLYMPLEX ONLINE

Olympex Global has developed and managed a unique website to enable ALL of its clients to have the ability to book their courier shipments through our secure website ([www.olympexglobal.com](http://www.olympexglobal.com)). The website will offer the ability to track all of your outbound shipments, keep a record of all of your historic courier jobs, make courier bookings, print airway bills & pro-forma invoices and store a data base of your regular UK and overseas addresses. Our online tracking service has been written to interpret the tracking software of our UK and worldwide delivery partners giving our clients the latest status of their export or import shipments.

Olympex Global also operates a unique 'pro-active' tracking system which alerts our customers to any possible delays across the globe, be it bad weather scenarios, flights which go 'technical', national Bank Holidays or security alerts.

### Olympex Global Technology Checklist

- Online tracking. ✓
- Bookings made from your secure web account. ✓
- Unique 'pro-active' tracking. ✓
- Secure web airway bill & pro-former invoice printing online. ✓
- Secure web address book. ✓
- Online reporting. ✓





## Your questions answered...

### **Sending a shipment**

Please either use your new web account with Olympex Global to book in your International Air Express, Eurobox, UK overnight or UK sameday delivery. If you would prefer to just pick up the phone and speak to a Customer Services representative and book a shipment in with us, that would be just great.

### **Packaging**

All goods must be packed suitably for international or UK overnight transportation. We can help advise you on all aspects of distribution and packaging for all types of goods. Please contact our Customer Services department or Air Art Division for further details. (customerservices@olympexglobal.com or artairdivision@olympexglobal.com).

### **Necessary paperwork**

All non-document shipments that are sent to NON EU countries will require a pro-forma or commercial invoice attached to them. These can be found on the 'forms' section on the home page of our website (www.olympexglobal.com). Our Customer Services team is always at hand to help with any specific queries that you may have regarding to Customs related paperwork and documentation.

### **Insurance**

Every shipment that you despatch with Olympex Global will automatically be insured for £50. If you require any additional insurance that you require please contact our Customer Services team for a quote.

### **Restricted items**

Not all goods are suitable for UK and International distribution, please contact our Customer Services team or read through the Olympex Global Terms & Conditions on our Company website for further details.

### **Collections**

A fully trained Olympex Global driver will be responsible for the collection of your documents or parcels. The driver will be uniformed, courteous and polite and will assist your staff with the completion of airway bills and pro-forma invoices if need be. The documents, packets and parcels will be taken to London Heathrow airport and despatched through the fastest possible routes available.

### **Duties & Taxes**

The normal method of international distribution is called DDU (Delivery Duty Unpaid) – in this situation the consignee will pay local duties and taxes before the goods are realised from customs. Should they refuse to pay, the shipper will be advised and the Duties and Taxes costs will revert back to the shipper.

### **Tracking**

As a valued Olympex Global client you will be able to track your shipment through our secure website on route to its final destination – when the shipment is signed for by the consignee you will receive a proof of delivery email so you are aware that the shipment has arrived.

### **Transit times**

Our International & UK overnight tariff states the likely transit times for each worldwide destination. These times are a guideline to the expected transit. Transit times can change due to new flight departure schedules being implemented and Customs clearance.

### **Invoicing**

An Olympex Global client can elect to be invoiced via an electronic format or hard copy invoice. ALL invoices are issued fortnightly. Payment is expected within 30 days of the date of the invoice.

### **Volumetric Shipping**

Courier shipment costs are either subject to 'dead' weight charge, or by volume, whichever is the greater. Our courier tariffs are designed to be hugely cost effective against other well-known courier brands. Please contact our sales team for more information (sales@olympexglobal.com).

### **Opening an account with Olympex Global**

Please fill in the account form on our website (forms section) and send it to sales@olympexglobal.com today. Your account will be opened immediately giving you and your Company the ability to start shipping with us straight away.



UK & WORLDWIDE LOGISTICS



GETTING THERE FIRST

