



LAUNCH OF TIME DEFINITE SERVICES UNDER DTDC PRIME TIME PLUS

“Prime Time Plus”, launched under the DTDC *plus* banner, is a guaranteed service for time definite deliveries of consignments within the next possible business day targeted at Time Critical Business to Business (B2B) and Business to Customer (B2C) Segments.

PRODUCT / SERVICE VARIANTS:

Prime Time Plus 10.30:

*Guaranteed delivery of Consignments by 10.30 AM, the next possible business day from select origins to select pincodes at Metro locations.

Prime Time Plus 12.00:

*Guaranteed delivery of Consignments by 12 noon, the next possible business day from select origins to select pincodes at Metro locations.

LOCATIONS SERVED UNDER PRIME TIME PLUS SERVICES:

Booking Locations :

Delhi, Gurgaon, Noida, Ghaziabad, Faridabad, Mumbai, Pune, Kolkata, Bangalore, Chennai, Hyderabad

For deliveries To :

Delhi, Mumbai, Kolkata, Bangalore, Chennai, Hyderabad, Pune to select Pin-codes only.

PRIME TIME PLUS PRODUCT/ SERVICE FEATURES:

- Assured Time Definite Delivery With **Money Back Guarantee***(MBG).
- Tamper Proof Security Pouch for Safe delivery.
- Real time Tracking and Status update.
- Dedicated High Performing Team to Manage the service End to End.
- Distinct High Priority Operation Process
- Dedicated Customer Support.



TARIFF :

TARIFF (Inclusive of FSC & Service Tax)	Metro Primetime Plus 10.30	Metro Primetime Plus 12.00	Zonal Primetime Plus 10.30	Zonal Primetime Plus 12.00
500 gms	Rs 275	Rs 225	Rs 225	Rs 175
Addl. 500 gms	Rs 150	Rs 125	Rs 100	Rs 90

IMPORTANT NOTE:

Apart from the standard Terms & Conditions printed on the Consignment note additionally following terms shall be applicable on **Prime Time Plus** services:

- **Prime Time Plus** service is available for booking from locations identified for the service to **Metro** locations for select pincodes only
- Customers are requested to please check and confirm service availability before booking.
- The service offer is subject to Booking within the Cut off time which is 6 PM at DTDC booking Counter/ Office.
- **Next Business Day Time Definite Service** means any Consignment Picked on or before 6 PM on day one will be delivered on Next Possible Business day two by the specified time either 10.30 AM or 12 noon depending on the product Variant.
- The standard compensation for any loss of shipment will be restricted to **Rs. 500/-** unless otherwise covered under **Risk coverage policy of DTDC**. Risk cover is available up to a maximum Value of Rs. 100,000/- per consignment subject to specific terms and conditions . Customer is requested to seek more details at the booking counter if interested to avail this.

*TERMS & CONDITIONS FOR MONEY BACK GUARANTEE

Guaranteed Delivery and Money Back Guarantee is Subject to following terms:

- a) Booking by or before the Cut off time (6 PM).
- b) Complete and correct Address of Consignee is provided.
- c) Availability of Consignee for delivery during first attempt for delivery.
- d) No delays or cancellations of flight identified for carriage.
- e) No local Holiday on the specified day of delivery.
- f) No Local disturbances, (Political or social) including force-majeure clauses.
- g) No restrictions at the place of delivery including that of POST BOX Delivery.
- h) Other terms and conditions issued by DTDC from time to time keeping in mind the requirements of product.
- i) The Money Back Guarantee is limited to a maximum of charges levied on the service and does not include any taxes, duties , fines etc which may have been paid during the process of delivery of consignment.
- j) Consignors need to take adequate risk cover for their extremely time critical shipments which may have consequential losses in the event of non delivery by specified time . Primetime plus service does not cover consequential losses of any nature.



- k) Customer is requested to ensure consignments booked are not restricted or banned for carriage by courier mode. The list of items may change from time to time and customer is requested to seek clarifications at the time of booking declaring thine contents to DTDC booking staff.
- l) Claim for Money Back if any needs to be lodged within 2 working days after the scheduled date of delivery of the consignment.
- m) The weight of Individual consignment is restricted to 10 kgs.

DEDICATED CUSTOMER SUPPORT :

LOCATION	Mobile No.	Email id
Delhi Gurgaon Noida Ghaziabad Faridabad	09313080992	mohit@dtdc.com
Mumbai	9322774302	Css.plusmum@dtdc.com
Pune	9325101530	prasadn@dtdc.com
Kolkata	9331273464	Css.plusccu@dtdc.com
Bangalore	9341627937	Css.plusblr@dtdc.com
Chennai	9381048084	Css.plusche@dtdc.com
Hyderabad	9346793307	Css.plushyd@dtdc.com

For further Assistance on Prime Time Plus pls write to primetimeplus@dtdc.com

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