



Frequently Asked Questions

My Deliveries

- 1. How do I raise a request for internal mail collection or delivery?*

The manual spreadsheet template for submitting mail collection and deliveries has been sunset. Requests can now be made via the Internal Mail portal which is accessed from mytg.
- 2. How do I login to the portal?*

Click on the TG Delivery link on mytg – this can be accessed from the Apps & Services list. The first time you access the portal you will need to login with your @transguardgroup.com email address and password, then accept Terms & Conditions. Subsequent logins from mytg will take you directly to the booking screen.
- 3. Can I still submit collection and delivery requests directly at the mailroom?*

Yes, you can still do this.
- 4. Do I have to pay for collections and deliveries?*

Your business unit will be charged monthly for collections and deliveries consumed.
- 5. What if I need to change the delivery details?*

Call our customer call centre on 800-335 as soon as you can and we will arrange for delivery to be made to an alternate location.

My Packages

- 1. How do you define “Documents”?*

“Documents” are classed as items being delivered in envelopes that weigh less than 1kg.
- 2. What are “Non-Documents”?*

These are all other items being delivered in parcels that weigh less than 30kgs.
- 3. What items cannot be sent?*

A list of prohibited items can be found under the Conditions of Carriage section found on the Login page.

4. *What are the maximum weight limits for my package?*

Maximum weight limit for a single package is 30kg. The maximum weight limit for total consignment is 100kg. These limits will increase shortly and when they do you will receive notification of any changes.

5. *What are the maximum dimension limits for my package?*

Maximum dimensions for a single package are 100cm x 40cm x 45cm.

6. *What is the maximum package value I can send?*

AED10,000 is the maximum package value that we will cover with our standard liability insurance. You may still book a delivery for a higher valued package, but a maximum of AED10,000 will be insured.

What We Offer

1. *What services are available?*

Transguard Delivery provides Express 4 hour delivery, Economy Same Day 9 hour and Standard Next Day delivery services within Dubai and between Dubai and any UAE city.

2. *The Express service is greyed out, why?*

Currently Express bookings can only be made between 8am and 3pm. Hours will be expanded soon and we will let you know about any changes. Economy and Standard bookings can be made at any time.

3. *Does Transguard Delivery offer International Delivery services?*

No, we don't. We only offer delivery and collection services within the UAE.

4. *Do Transguard Delivery offer customs clearance services?*

No, we do not.

5. *Do you organise the packaging of goods?*

No, we do not package goods. Packaging should be completed before pickup.

Customer Service

1. *How do I track my delivery?*

Each order is given a unique order number and this will be shown on the confirmation email you receive at completion of a booking. Login to the portal and go to the Order History section. You will be able to search here for the specific booking ID. All booking history can be accessed from this view.

2. *Who can I contact if I need help?*

We have a customer call centre which is operational 24/7. The number is 800-335. You can also contact us on our email address delivery.service@transguardgroup.com

1. *What happens if my package is lost or damaged?*

If your item is lost or damaged on receipt then you will need to make a claim by contacting the customer call centre on 800-335.

2. *How long does it take to resolve a lost or damaged package?*

We endeavor to process a claim within 30 days, provided all the supporting documentation is in place.

3. *What documents do I have to provide when I need to make a claim?*

You will be required to supply the following:

- Booking request receipt
- Photographs of the damaged item
- Purchase Invoice showing the value of the item

4. *Will I receive a full refund if my package is lost or damaged?*

After the investigation has been completed and Transguard Delivery is found to be liable, then you will be entitled to receive compensation for the value of the goods only up to the maximum value.