

XPress FAQ's

1. How do I change my collection or delivery address?

You cannot change the collection or delivery address once a shipment is booked. For assistance, please contact our call centre at **010 140 1537** or email **bringit@xpress.joburg**. Have your **waybill number** ready for faster service.

2. How do I cancel a shipment?

- If the parcel **has not yet been collected**, you can cancel it directly via your account on our **Client Portal**.
 - If the shipment **has already been collected**, please contact us immediately at **010 140 1537** or email **bringit@xpress.joburg** with your **waybill number**.
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3. Can I link multiple delivery addresses to my account?

Yes. You can manage multiple addresses in your **address book**, and even **import addresses** for convenience. This is especially useful for customers with frequent, multi-destination shipping.

4. How do I update my personal contact details?

You can update your contact information by logging into your account and visiting the '**My Profile**' section.

For assistance with more complex changes, email our support team at **bringit@xpress.joburg**.

5. Can I set up automatic payments for regular shipments?

Currently, automatic payments are not supported. However, if you're a frequent shipper, you may want to look at a 30 Day account with us.

Contact our sales team at **sales@specialenvoy.co.za** or call **010 140 1537** to find out more.

6. Do we deliver on Weekends and Public Holidays?

We currently **do not offer deliveries on weekends or public holidays.**

If you have urgent delivery requirements outside of our standard schedule, please call us on **010 140 1537** to discuss alternative options