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FAQ

Dick Hofsommer - 2026-08-21 - [English](#)

□ Frequently Asked Questions (FAQ)

Delivery issues:

According to T&T, my parcel should have been delivered, but I haven't received anything. Where has my parcel gone?

You may have received a note in your letterbox. If so, the note will tell you where the parcel has been left. If you haven't received the note, please contact your supplier for further information.

We're sorry to hear that the delivery didn't go as planned. It may be that our Packs Partner's driver offered the parcel to a neighbour, but this wasn't noted on the delivery record. We advise you to speak to your immediate neighbours to see if they have accepted your parcel. If not, please contact your supplier.

I've arranged a new delivery slot, but nobody has turned up. What should I do now?

You can get in touch via the contact form on our website, stating your name, postcode, house number and consignment number. We will then send you the contact details of our local Packs Partner.

I received a note in the post saying that my parcel had been delivered to my neighbours. However, they know nothing about it. Where has my parcel gone?

You can request this information from your supplier. They have access to this information.

My parcel was due to be delivered today, but the status in T&T hasn't changed and is still showing as 'parcel registered'. Is everything OK?

If the parcel is not scanned at our sorting centre, it means that the parcel or consignment has not reached us. In this case, we are afraid we must refer you to your supplier for further information.

Why hasn't my parcel been dispatched?

Unfortunately, we do not have any information as to why the consignment was not dispatched. We would advise you to contact your supplier for this information.

I received a 'Not at home' notice. However, the neighbours were actually at home. Why wasn't it delivered there?

It may be that the neighbours did not answer the doorbell or refused the delivery. Unfortunately, there is nothing further we can do about this. You can use the card in your letterbox to arrange a new delivery appointment.

According to T&T, I wasn't supposed to be at home today, but I was actually there. How is that possible?

You may not have heard the doorbell, or you may have been unable to answer. You can use the card in your letterbox to arrange a new delivery appointment.

Couldn't the driver just drive back a bit?

Unfortunately, it is not possible for the delivery driver to return to your address. You will need to arrange a delivery using the card you received in your letterbox.

Why isn't the sender answering?

Unfortunately, we are unable to explain why your supplier has not responded. You can find their contact details

on their website.

[I have received a parcel that is not addressed to me.](#)

You can contact us about this via the online form on our website. Please do state the delivery address and the relevant tracking number.

[I would like to make a complaint about the delivery of my parcel.](#)

We're sorry to hear that the delivery of your parcel hasn't gone as planned. You can submit your complaint via the online form on our website.

Questions about delivery:

[What time will my parcel arrive?](#)

Our parcels are delivered daily from Monday to Saturday between 8.00 am and 6.00 pm.

[On which day will my parcel arrive?](#)

The supplier determines the scheduled delivery date for the parcel; it is best to contact your supplier for this.

[I'd like to change my address - is that possible with you?](#)

Unfortunately, that is not possible. You can contact your supplier to change the address.

[Why doesn't the time update on Track and Trace?](#)

The driver for the local Packs Partner may not always follow the same route. Unfortunately, we are unable to find out which route they take.

[A parcel is on its way to me, but unfortunately I can't stay at home all day. Could you let me know a specific part of the day or time slot? Alternatively, could the driver ring me as soon as he's in the area?](#)

Our parcels are delivered daily between 08:00 and 18:00.

If you are not at home, the parcel may be left with your neighbours. The recipient will then receive a notification in their letterbox stating where the parcel has been delivered.

If the recipient is not at home and neither are their neighbours, the recipient may receive a notification in their letterbox and can arrange an appointment with their local Packs Partner to have the parcel delivered again. Unfortunately, we are unable to call in advance.

[According to T&T, my parcel has been delayed or could not be delivered due to an emergency. When will my parcel be delivered?](#)

In the event of an emergency, the delay is usually one day. If the delay is longer than this, please contact your supplier.

[Do I have the option of choosing whether or not to have a parcel delivered to my neighbours' house?](#)

For all our parcels, we are authorised to contact your neighbours if you are not at home. If you do not wish this to happen, you must arrange this with your supplier in advance.

[I've been waiting all day but still haven't received my parcel. What time do you deliver by, and can I still expect it today?](#)

Our delivery drivers deliver our parcels between 08:00 and 18:00. A delivery driver may occasionally run over time. Depending on how busy it is, deliveries may often continue until 19:00.

[The delivery address is a business that closes at 5.00 pm. Will my parcel be delivered before then?](#)

Our parcels are delivered daily between 08:00 and 18:00. Unfortunately, we do not have access to the schedules of our local Packs Partners. If a parcel needs to be delivered at a specific time, this must be agreed in advance with your supplier.

Book an appointment to resubmit your consignment:

I haven't received my KIB; how can I make a new appointment?

You can obtain the contact details of our local Packs Partner by filling in the contact form on our website.

I'm trying to book a new delivery slot via your website, but I can't seem to do it. What can I do to book a slot after all?

You can get in touch via the contact form on our website, stating your name, postcode, house number and consignment number. We will then send you the contact details.

I'd like to arrange a new delivery slot. Would that be possible today?

Unfortunately, we are unable to schedule parcels or consignments for delivery on the same day.

Do you also deliver in the evenings or at weekends?

Our parcels are delivered daily (Monday to Saturday) between 8.00 am and 6.00 pm.

Would it be possible to have it delivered to a collection point near me instead?

We only deliver our parcels to the addresses assigned to us. Unfortunately, the parcels cannot be accepted at collection points operated by other parcel services.

How can I book a new appointment?

You can follow the instructions on the 'Not at Home' card or book a new appointment via our Track and Trace page.

How long will my parcel be held?

Standard parcels are held for 5 working days before being returned.

Fresh consignments such as FreshPacks and FlowerPacks are held for 2 delivery days before being returned.

My parcel has been returned. Can I still have it delivered?

Unfortunately, we are unable to put the returns process on hold. In this case, we advise you to contact your supplier.

Changing the delivery:

I'd like to change my address – is that possible with you?

Unfortunately, that is not possible. You can contact your supplier to change the address.

Can I cancel the shipment with you?

Unfortunately, it is not possible to cancel the shipment with us. You will need to do this with your supplier.

A parcel is on its way to me, but I won't be at home on the scheduled delivery date. Can I still change the delivery date?

Unfortunately, it is no longer possible for us to change the date. We advise you to contact your supplier to change the date.

Unfortunately, I won't be at home on the specified delivery date, but I do need the parcel urgently. Would you be willing to leave the parcel at my home with my permission?

You can enter delivery instructions via the Track and Trace page on our website.

Why isn't the sender answering?

Unfortunately, we are unable to explain why your supplier has not responded. You can find their contact details on their website.

Questions about the contents of the parcel:

My order is incomplete. When will the rest arrive?

Unfortunately, Packs is not responsible for the contents of your consignment and does not have this information. We advise you to contact your supplier for further information.

Questions regarding the content of the consignment.

For questions regarding the content, please contact your supplier.

The contents of the parcel are damaged – how will I be compensated?

To find out the answer to this question, it is best to contact your supplier. Unfortunately, we are not responsible for the contents of your consignment.

Why isn't the sender answering?

Unfortunately, we are unable to explain why your supplier has not responded. You can find their contact details on their website.

General Questions:

What do you mean by 'supplier'?

The Supplier is the online shop or company that sends the parcel to you via us.

What do you mean by 'courier'?

The courier is the driver who delivers your parcel. They work under the supervision of our local Packs Partner.

What do you mean by 'Packs Partner'?

Packs Special Care BV is a network-based company that works with local entrepreneurs who bring consignments to us and deliver them on our behalf. These entrepreneurs are therefore known as Packs Partners.

What do you mean by 'Packs Centre'?

A Packs Centre is the depot where the Packs Partner is based.

Do you also deliver to post office boxes?

Parcel deliveries made via Packs Special Care BV cannot be delivered to PO boxes.

How can I track a parcel?

You can track your parcel via our Track and Trace page on the website. Simply enter your parcel number and your postcode, then click on "Search".

If your consignment is not visible, please contact your supplier to obtain the correct consignment number.

You may also have received a link from your supplier by email. In that case, please follow the instructions in the email.

