

Aramex South Africa (Pty) Ltd
1 Quark Crescent
Linbro Business Park
2090

19 December 2023

Express Import Shipment Delays

Dear Valued Customer,

We extend our sincere apologies for the delays experienced recently with your import shipments into South Africa. We are extremely grateful for your patience and understanding during this time.

Over the past several weeks we have had major challenges in receiving freight from airlines and ground handlers at O.R. Tambo International Airport. This is a result of peak season volumes and capacity constraints at the airport and with ground handlers itself. We are in continuous contact with ground handlers and airline operators to improve the situation, and these discussions are ongoing. This past weekend has seen considerable progress in retrieving cargo from the handlers and airlines. Unfortunately, the backlog has still not been cleared. We are working around the clock to get cargo into our airport facility, processed and moved into our delivery network across the country. We share your concerns with the current situation, and we are committed to resolving the matter as quickly as possible.

As a result of these delays our call centers and online support centers have been hit with major call and query volumes. Unfortunately, this results in much longer holding times due to capacity. We ask for your continued patience and that you check for any new updates on the progress of your shipment online before reaching out.

You can visit our website on www.aramex.co.za at any time to track your shipment. You can also track your shipment through our bot chat services on the website, WhatsApp, Messenger and Instagram DM.

Sincerely,



George Van Der Merwe
Country Manager (MD)
Aramex South Africa (Pty) Ltd