PRIORITY SERVICE
Speed Assured

When you have delivery orders that are extremely urgent, whether it is a document or parcel, — at GDEX, we get it done. Introducing our value-added service, **Priority Service.**

What is Priority Service?

- It is a guarantee from GDEX that your shipments will be delivered with speed. For failed deliveries*, courier charges (excluding priority service charge) will be refunded.
- This service is offered for shipment pick-up from Peninsular Malaysia <u>only</u>.
- The committed service levels are as follows:

Regular Service Areas	Delivery Duration from Pick-up Date
Kedah, Kuala Lumpur, Selangor, Negeri Sembilan, Malacca, Perak, Pahang, Johor, Penang	1 working day

Why Choose Priority Service?

Ensure the best of our next-day delivery. Your shipments matter.

→ **Priority handling**

→ **Money back guarantee**

→ **Available on myGDEX Prime**

→ **Wide coverage**

→ **Best value for money**

→ **Great customer service**

*Terms and conditions apply

Are all shipments applicable for Priority Service?

- Up to a total of **10kgs, with a maximum of 5 multi-piece shipments** per use
- Not applicable for **Non-Service Area** and **Outskirt Delivery Area**

How to make a claim?

Contact our Customer Service hotline at **+603 - 6419 5003** or email us via **helpdesk@gdexpress.com** within **3 working days** from the **date when the delivery should have arrived at** the designated destination.

Easy as 1, 2, 3

Log in to myGDEX Prime
Go to https://myprime.gdexpress.com

Key-in your postcode
Ensure that the correct addresses are entered for pick-up and delivery

Add on Priority Service
Select the option for Priority Service and the charges will be applied automatically

For more information, please refer to our terms and conditions:

https://gdexpress.com/priority-service-terms-conditions/

CONTACT US FOR MORE INFORMATION

📞 **+603 - 6419 5003**

🌐 **gdexpress.com**

GDEX