

Deliver Beyond Expectations

Ecommerce Shipping and Delivery that Extends Your Brand Experience to Customers' Doorsteps

Make a real impact on your customers

Missed delivery timeframes are the number one pain point with customers*. We consistently deliver in full, on-time 99.98% with **> +93 NPS**

"Before Deliver In Person, **60%** of our customer support enquiries were delivery-related. We don't receive any now."
Customer service lead, gourmet meals marketplace

"Compared to last Dec, of a small sample of 400 deliveries, phone calls from clients asking where their deliveries were went from **150 to 2.**"
eCommerce lead, global jewellery retailer

*Source: Deliver In Person Market Survey, May 2022, 300 respondents



Extend Your Brand Experience

Leverage our hand-picked team to extend your brand experience to every doorstep. Discover the impact that reliable ecommerce shipping and professional, customer-centric delivery drivers can make.

We're consistently rated **4.9 out of 5 stars** by recipients and achieve greater than **+90** Net Promoter Score (NPS).

[Learn More](#) →

Communicate Your Brand's Value

Reinforce your brand's value and build customer loyalty. By partnering with Deliver In Person, your shoppers gain live tracking with email and SMS updates that reflect your brand's high standards.

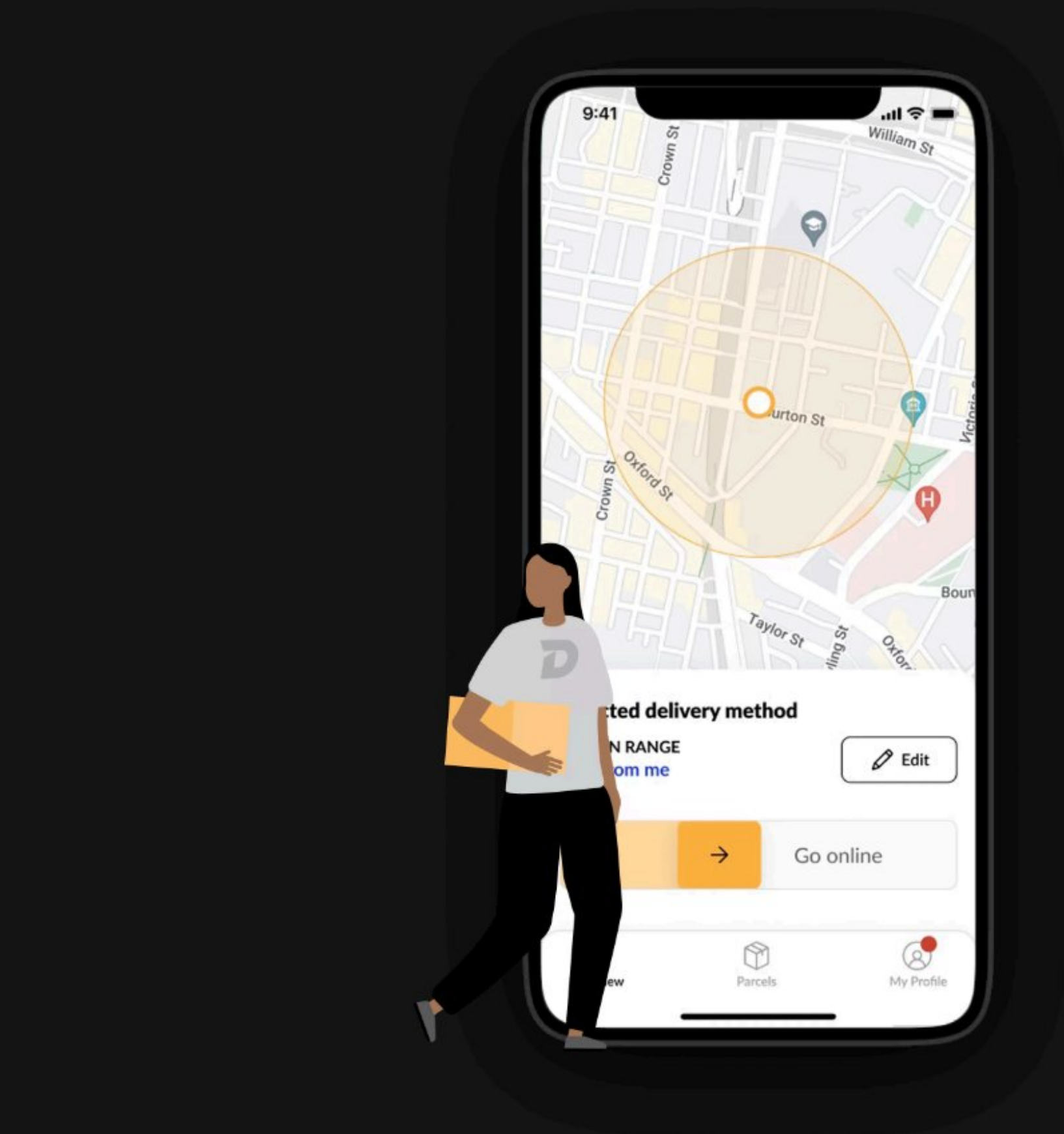
[Learn More](#) →



Gain Reliable, On-Time Delivery

Create memorable post-purchase experiences with every delivery. We consistently meet **99.6%** in full on time and **>99.0%** first attempt delivery success metrics.

[Learn More](#) →



Why Partner with Deliver In Person?

Every brand deserves the chance to create memorable post-purchase experiences that enhance customer loyalty and lifetime value. Deliver In Person is a tech-enabled, experience-driven delivery solutions leader, helping brands create real competitive advantage.

Trusted by Leading Brands



Hear from Our Clients

4.9 / 5-star average recipient ratings and +90 NPS metrics speak for themselves. But you can also hear directly from our clients.

See our client testimonials and case studies.

[Learn More](#) →

Why Partner with Deliver In Person?

How We Deliver Beyond Expectations

Deliver In Person is a tech-enabled, customer-centric delivery solution leader. Every member of our team takes pride in acting as an extension of our clients' brands.

Whether you need reliable delivery in metro areas or a 5-star experience at every doorstep, our personalised approach creates relationship-backed partnerships that deliver beyond expectations.

Is it time to make the post-purchase experience your competitive advantage? Learn more about Deliver In Person below or get in touch.



Our Vision

To be the experiential extension of our clients' brands that helps them turn more customers into loyal advocates.

[Get in Touch](#) →

Our Mission

To see ecommerce brands consistently exceed customer expectations with exceptional post-purchase experiences.

[Get in Touch](#) →



Executive Team



Charif Kazal
Chief Executive Officer, Co-Founder



Charmaine Tham
Chief Operating Officer, Co-Founder



Pawel Kaplanski
Chief Technology Officer, Co-Founder



Darran Kawalsky
Chief Commercial Officer



Marina Vaxman
Chief Customer Officer



Dominik Zielke
General Manager, Product

Company Values

Customer Obsessed

We've designed our entire business model to better serve the eCommerce customer of today.

Sustainably Relentless

We're here to change the delivery landscape for long-term benefit for business, customers, drivers and the planet.

Integrity

We believe trust is built from honesty and reliability – so that's exactly how we operate.

Value-Driven

Cost, resource, margins, efficiency and effectiveness – we strive to optimise for the best outcomes.

Tireless Innovation

We know history isn't kind to businesses that fail to continually change and grow.

Increase Re-Conversion, Loyalty and Customer Lifetime Value with Bespoke Ecommerce Delivery Solutions

Build Long-Term Customer Advocacy

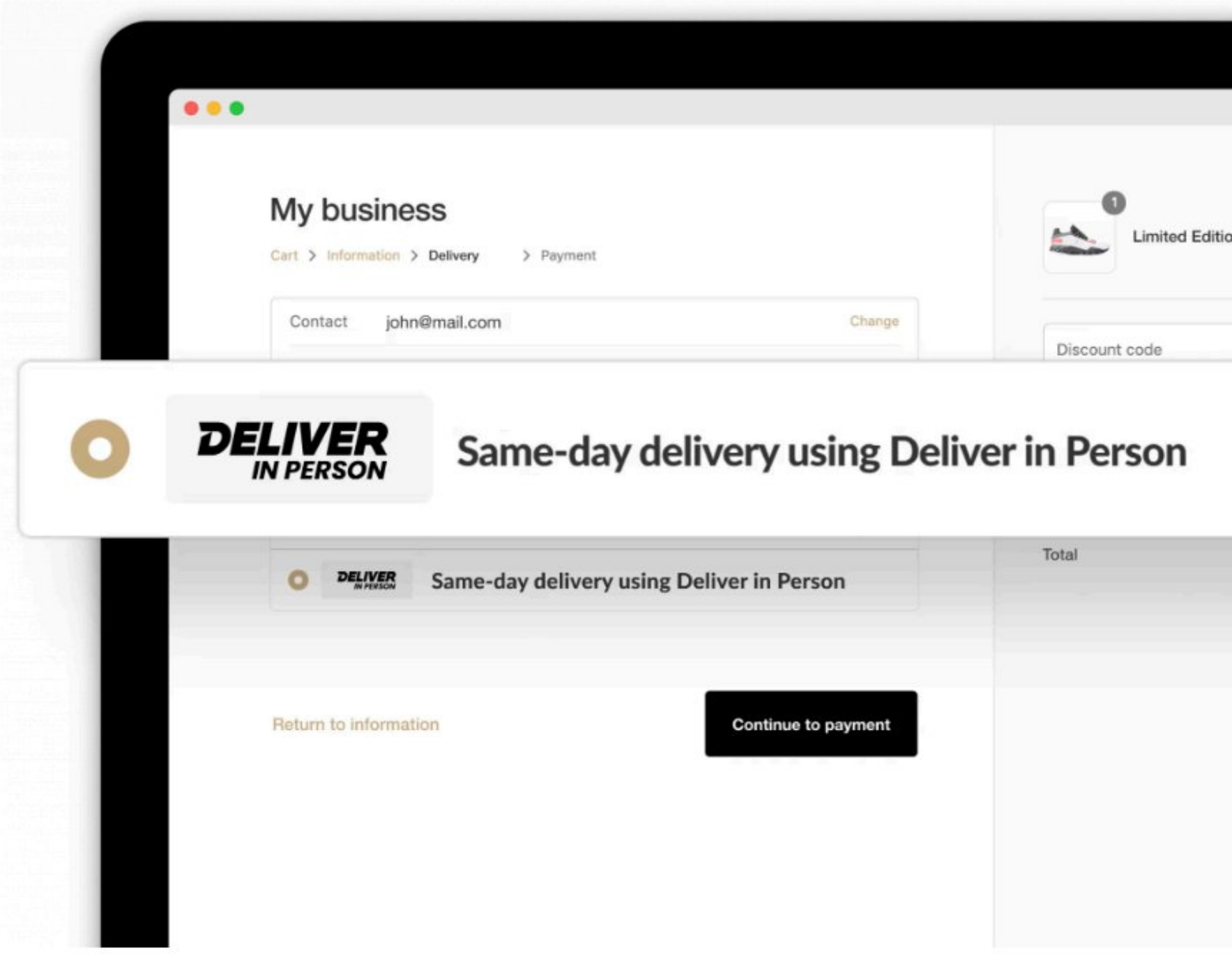
What happens after the checkout can make or break your brand's reputation. How can you exceed your customers' expectations and extend your brand experience with every ecommerce delivery?

Deliver In Person is proud to help our clients extend their brand experience to every doorstep. Our range of unique and custom delivery solutions all include live tracking with email and SMS updates, proactive driver communication, and recipient feedback mechanisms that help you strengthen customer relationships with every delivery.

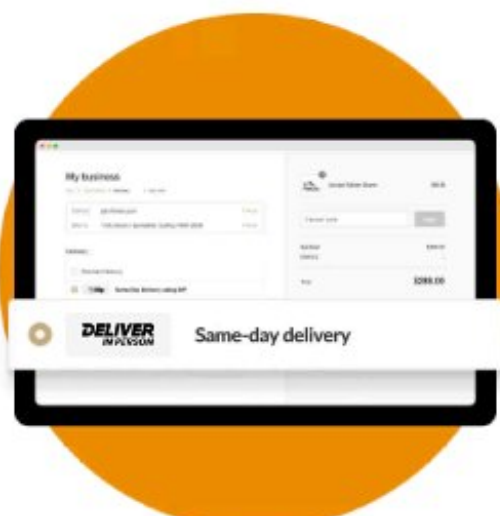
Why Send With Deliver In Person?

- ✓ Simple, flat rates with generous volume rebates
- ✓ Distribution Centre (DC) bulk pick up capable (or stores!)
- ✓ Full metro coverage, true edge-to-edge pick up and delivery
- ✓ After hours delivery incl. evenings and weekends
- ✓ Reverse logistics capable, with pick up verification & workflows
- ✓ Real-time tracking, updates and direct line to your driver
- ✓ Integrations and eCommerce plugins available
- ✓ Major metro cities on eastern seaboard Australia: SYD, MEL, BNE

[FAQs](#)



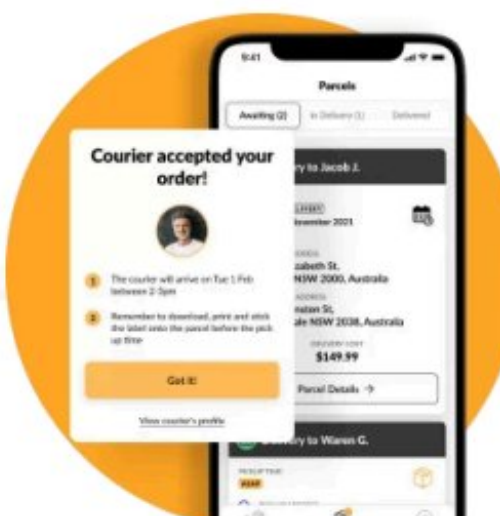
Delivery Solutions that Underpin the Experience



API Integration

API integration streamlines and automates data fulfilment for fast, accurate delivery.

[Learn More](#)



Business Dashboard

Instantly book or schedule deliveries in an intuitive business portal that provides live tracking.

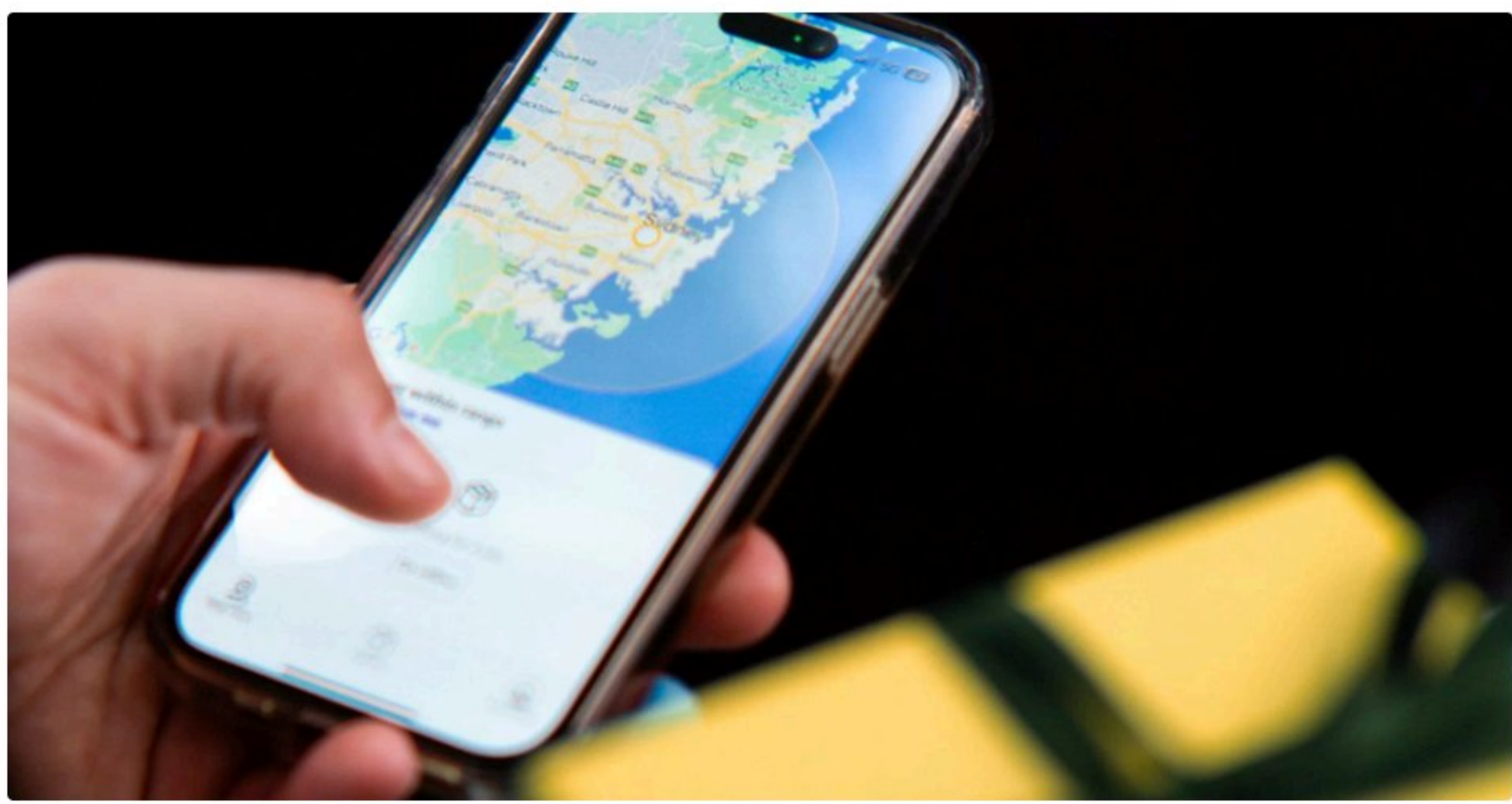
[Learn More](#)



Mobile App

Book, track, and stay updated with deliveries from a single, convenient mobile app.

[Learn More](#)



The Deliver In Person Difference

It's our mission to help create memorable post-purchase experiences for ecommerce brands. We consistently meet **4.9 out of 5 stars** in recipient feedback, **99.98%** in full on time, and **>99.0%** first attempt delivery success metrics, showing our dedication to that mission.

Supported by Delivery Professionals

Our drivers are professional, well-dressed, and trained in customer-centricity. They go above and beyond to create authentic connections with each recipient. Perfectly complementing the human element is our cutting-edge technology platform. Together, our people and tech make a lasting impression.



Build Robust Brand Loyalty

Our range of bespoke services, including branded delivery experiences, helps brands create an unmatched point of difference. Additionally, proactive communications and feedback mechanisms ensure that Deliver In Person is constantly refining its offering to support our clients in boosting re-conversion, loyalty and customer lifetime value.

Partner with Deliver In Person

The road to unmatched ecommerce delivery and memorable post-purchase experiences starts here.

Please submit your details below so we can connect.

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By clicking 'Submit', I hereby acknowledge and agree that I have read and understood the [Deliver in Person Merchant Terms of Service](#).

[Submit](#)

Client Testimonials and Case Studies

Hear from Our Clients About Their Experiences with Deliver In Person's Award-Winning Delivery Service

See What Our Clients Are Saying



We've been using Deliver In Person for over 12 months – and we could not be happier. Each delivery is treated with care, delivered on time, and the customer feedback has been great. Being able to offer a next-day and same-day service has increased our eCommerce volume for customers needing new sports equipment urgently; or those that just love the convenience of home delivery.



KINGSGROVE SPORTS

Case Studies



How Samsonite Brings Premium to the Post-Purchase Experience

Find out how Samsonite leveraged reliable, on-time delivery to drive outstanding shopping experiences, enhance brand reputation, and significantly improve key delivery metrics.

[Learn More](#)

Trusted by Leading Brands



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