



FAQ for bike courier delivery

Date June 2023.

At Cyclooon, we regularly receive questions about our delivery and working methods. We have put the most frequently asked questions and answers on our website. You can just copy these ready-made texts on your own website. Good luck!

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How does Cyclooon bike courier delivery work?

Cyclooon, or a local bike courier partner, delivers packages in more than 60 cities. The reason is simple: we want to have our products delivered environmentally conscious and quick. And cycling yields zero emission! [Discover in which cities we're already active!](#)

My package is pre-notified. What does this mean?

A pre-notification is a notification from your webshop order, which will be delivered to Cyclooon for them to deliver the package. Through this pre-notification they know which orders they can expect on which days. As soon as they've received a package, you will be emailed the expected delivery time.

From your store to my doorstep: how does that work?

Every article we send is picked up by sustainable transport and brought to the Cyclooon distribution center. The packages are then transported to a hub at the edge of your city by sustainable cars and transferred to a courier bike. The last couple of kilometers are completed by bike.

So it's not a 100% bike ride?

Bike couriers, on average, cycle about 100 km a day! Larger distances between cities are best bridged by sustainable cars. Thus, every means of transport has full play: cars on the highway and bikes in the city.

— MEER INFORMATIE, NIET VOOR PUBLICATIE —

Meer informatie

Cyclooon
Team marketing en
communicatie

Contact

info@cyclooon.eu
085 - 27 33 273
cyclooon.eu

Mediakit

cyclooon.eu/mediakit





Considering CO₂-reductions, are those last few kilometers a big help?

Most definitely! The last couple of kilometers are the most polluting of the whole delivery process. [Sinzer](#) has calculated that cycling merely this last part reduces CO₂ equivalent emission by 99% per package.

On average, 50% of webshop packages are suitable to be bike delivered. If everyone would choose bike couriers for these last kilometers, imagine the positive impact it would have on the environment!

In which cities do these bike couriers deliver?

We are active in more than 60 Dutch cities. Cyclooon is working hard every day to expand this number so every Dutch citizen can expect a bike courier at their doorstep. [Discover in which cities we're already active!](#)

What about bad weather? Are bike couriers still available?

Yep! Bike couriers are not discouraged by a little wind and rain. They even have special spiked wheels to combat snow and frost. Only under dire circumstances (code red), will our bikes remain on their stand. You'll be kept up to date via track & trace. However, this rarely happens.

If I put in a huge order, can one bike courier deliver everything?

It will surprise you how much a bike courier can carry. One bike, with trailer, carries about as much as the average delivery van.

When do bike couriers deliver?

Regular delivery hours are between 5PM and 10PM. During the day, people are either at work or at school. Therefore, we suspect most people to be home between these hours.

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Can I track my order?

For sure! You receive an email with a track & trace code. Enter this code on the [Cyclooon website](#) and you'll know the exact status of your order. We'll also keep you informed via email.

Can I change the delivery day?

Most definitely! If you prefer a different delivery day, you can change that until the day of your delivery before 11AM [via the track & trace page](#).

I've accidentally put in the wrong address. Can I still change that?

Of course! If you prefer to have your package delivered at a different address, you can change that on the day of your delivery before 11AM [via the track & trace page](#). You receive your track & trace code via email.

What if I'm not home?

If you're not home when the bike courier is at your doorstep, he/she will try to deliver the package to one of your neighbors. You receive a card in the mailbox stating where your package has been delivered. If your neighbours aren't home either, they'll just try again the next weekday evening between 5PM and 10PM.

Why has my package been returned?

There are three possible reasons why Cyclooon returns packages:

1. They've tried delivering the package three times, but you weren't home.
2. The address wasn't correct, meaning the package couldn't be delivered to the right person.
3. The delivery was refused at the door.

Questions? Give us a call. After all, we've received your returned package.

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Why is my package not delivered by a bike courier?

Unfortunately, Cycloon bike delivery is not yet available everywhere in the Netherlands. It could be that one of their car courier partners delivers your package. Cycloon ensures that its partners for these deliveries are properly vetted. In the track & trace message, you can see if your package is delivered by bike or by car.

Is your question about Cycloon delivery not answered yet?

Look at the [Cycloon customer service site](#).

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