



# SHOPIFY

DELIVERY SERVICES LLC

# COMPANY PROFILE

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# SHOPIFY DELIVERY SERVICES

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Shopify Delivery Services, headquartered in Dubai, UAE, is a trusted provider of comprehensive delivery and fulfillment solutions across the UAE and internationally. We specialize in efficient, secure logistics for businesses of all sizes, leveraging a robust network of reliable partners as well as an extensive fleet of owned vehicles, including commercial vans and delivery motorbikes, to ensure seamless local and global deliveries. Our commitment to timely, precise service empowers companies to reach their customers swiftly and reliably, with customized solutions that enhance operational efficiency and customer satisfaction. At Shopify Delivery Services, we are dedicated to elevating the logistics experience through innovation, reliability, and exceptional customer service.

We understand the importance of reliability, security, and efficiency in every delivery. With a dedicated team working around the clock, we provide cutting-edge logistics solutions tailored to the needs of businesses, from local startups to established enterprises. Whether it's a same-day delivery within the UAE or a complex international shipment, our expertise and proprietary fleet make us the trusted choice for swift, secure, and successful deliveries every time.





Our purpose is to streamline and enhance logistics solutions for businesses by providing reliable, timely, and efficient delivery and fulfillment services. We aim to empower companies with logistics solutions that foster growth, improve operational efficiency, and drive customer satisfaction across the UAE and internationally. Through our commitment to excellence and strategic partnerships, we strive to bridge distances, connect businesses with their customers seamlessly, and play a pivotal role in helping them succeed in an increasingly global market.



# OUR MISSION OUR VISION

Statement

# Mission Statement

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Our mission at Shopify Delivery Services is to deliver exceptional logistics solutions that empower businesses to thrive by providing secure, efficient, and timely delivery and fulfillment services. We are committed to leveraging innovative technology, strategic partnerships, and dedicated customer support to meet the unique needs of our clients across the UAE and internationally. By building trust and prioritizing customer satisfaction, we aim to redefine logistics standards and support the growth and success of every business we serve.

We strive to make logistics more accessible, transparent, and adaptable to the evolving needs of the market. By focusing on continuous improvement and sustainability, we seek to create long-lasting value not only for our clients but also for the communities we serve. Our mission is to go beyond mere delivery—creating seamless, high-quality experiences that enable businesses to reach their fullest potential in a competitive, interconnected world.

# Vision Statement

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To continually strive to be market leader and achieve excellence.

## Company Values

- **Committed to Customer**

We are committed toward providing a delighted customer service experience to build long-lasting relationships with our customers.

- **Innovation**

We focused toward architectural innovation to address the evolving customer needs.

- **Integrity**

We uphold the highest standards of integrity in all our actions.

- **Teamwork**

We work together across different communities to meet the need of our customers and to help the company wins.

- **Transparency**

We encourage a culture of open dialogue and sharing and embraces transparency among all our processes.

- **Respect**

We value our people, our community and customers are at the core of everything we act.

# Why Shopify Delivery Services



Shopify Delivery Services offers a diverse range of exclusive services, distinguishing us as a leader in the logistics industry.

Below is a list of things that make us stand out over and above the competition:

- **Real-Time Tracking**

We provide continuous updates on parcel tracking information, ensuring that each scan is promptly reflected in our tracking system. This means our clients receive real-time updates on their shipments, regardless of the volume of packages being dispatched. Our commitment to transparency allows businesses to monitor their deliveries with confidence and precision.

- **Online AWB /Label Generation**

Our system facilitates the seamless generation of Air Waybills (AWB) and shipping labels in bulk, ensuring that each shipment is accompanied by comprehensive details. This information not only enhances the traceability of the goods but also enables all parties involved to easily track the status of their shipments. By providing accurate documentation, we streamline the shipping process and improve overall efficiency for our clients.





# Why Shopify Delivery Services



- **Online Pickup Request**

Our user-friendly online booking system simplifies the process of scheduling pickups, allowing clients to conveniently request pickups at their preferred times. This streamlined approach enhances efficiency and ensures a hassle-free experience, making logistics management more accessible and straightforward for our customers.

- **Message Notifications**

We prioritize effective communication by sending prompt message notifications for both pickup and delivery updates. Our system ensures that clients receive real-time alerts, keeping them informed and engaged throughout the shipping process. This commitment to timely communication enhances transparency and customer satisfaction.

- **APIs / System Integration**

Our robust API solutions enable seamless integration of order flows across various platforms, ensuring efficient coordination of logistics operations. This functionality allows for real-time tracking of deliveries, granting clients clear visibility into their shipments at every stage. By enhancing connectivity and data flow, we empower businesses to optimize their logistics processes and make informed decisions with greater precision and confidence.

# Our Services



**Quality and Reliability,** Achieving success in logistics is fundamentally rooted in quality and reliability. As your trusted channel partner, we deliver a comprehensive suite of solutions that encompass distribution throughout the UAE and efficient retail management.

Our robust domestic network guarantees competitive pricing, minimized lead times, and consistent product quality, ensuring that you receive the right solutions at the right time. Our diverse range of services includes:



# Our Domestic Services



## Domestic Delivery

Shopify Domestic Delivery Services offers premium delivery solutions across all regions of the UAE, including remote service areas. Our extensive domestic network, supported by a state-of-the-art tracking system, ensures efficient and timely delivery. We are dedicated to meeting the diverse needs of our clients, guaranteeing that each shipment reaches its destination promptly and reliably.



[www.shopifydeliveary.ae](http://www.shopifydeliveary.ae)

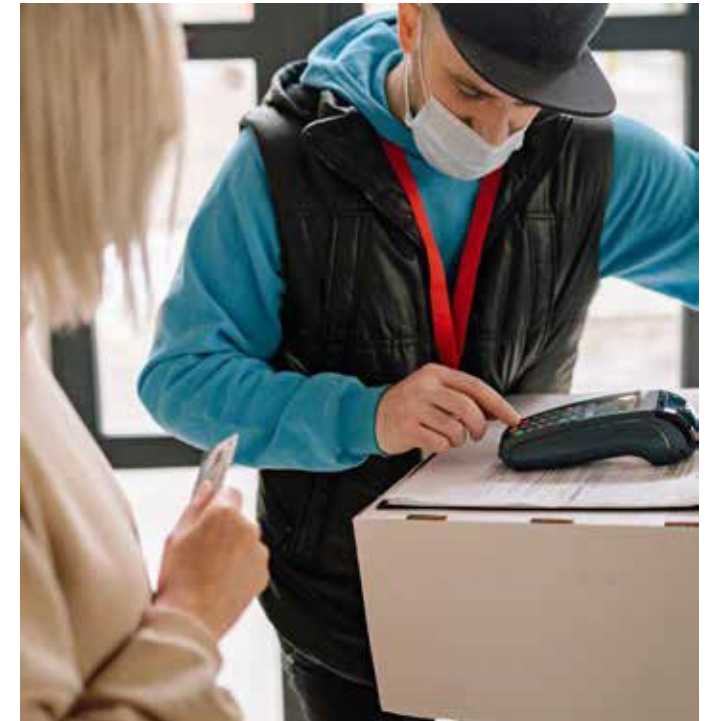


## Same Day Express

Recognizing the urgency of time-sensitive shipments, Shopify Delivery Services provides a dedicated same-day delivery service across the UAE within city limits. Our team of logistics professionals ensures that your shipments are handled with priority, delivering them swiftly and reliably to meet your critical deadlines.

## E-Commerce Deliveries

With a dedicated fleet tailored specifically for the e-commerce sector, Shopify Delivery Services leverages advanced technology and logistics capabilities to meet the unique demands of online retail. Our specialized e-commerce fleet is equipped for efficient delivery and professional cash-on-delivery handling, ensuring a seamless experience that supports the growth and satisfaction of our clients in the e-commerce industry.



# Gift Express

Gift Express is a dedicated service specializing in personalized and corporate gift delivery, ensuring that sentiments of care and appreciation are conveyed for every occasion, right to your doorstep. Our extensive selection includes gourmet cakes, exquisite floral bouquets, traditional sweets, fine perfumes, toys, leather goods, and more. Each gift is accompanied by a custom greeting card that can carry your personalized message—whether it's for Eid, Christmas, Valentine's Day, Father's Day, Mother's Day, Friendship Day, birthdays, weddings, or simply to say "Get Well Soon."

Gift Express also supports brand campaigns, employee recognition, customer appreciation, and corporate promotions, helping you express gratitude and strengthen bonds with employees, clients, business partners, or loved ones. With Gift Express, meaningful connections are just a delivery away.



# Special Handling & Fulfilment



## Fragile & Special Handling,

At Shopify Delivery Services, we understand the delicate nature of shipments that require extra care. For items that are fragile or need special handling, we provide dedicated Fragile & Special Handling Services across the UAE. Our team is trained to prioritize these sensitive shipments, ensuring they are handled with the utmost care and delivered securely to their destination.

## Fulfilment & Distribution Services

As a dedicated division within Shopify Delivery Services, our Fulfillment & Distribution team is setting new standards by providing comprehensive logistics and supply chain solutions. Despite our recent market entry, we have rapidly established a robust presence in the industry, consistently delivering high-quality services that support clients across various sectors.

Our advanced fulfillment facilities offer cost-effective and efficient storage, order processing, and inventory management, all supported by carefully selected material handling equipment and cutting-edge warehouse management technology. Through innovative distribution strategies, we ensure a seamless and dependable service, tailored to align with our clients' specific requirements and enhance their operational efficiency from order to delivery.





# International Express

# International Express



Through strategic global partnerships, Shopify Delivery Services brings world-class expertise to clients worldwide, ensuring swift and dependable delivery solutions across international borders. With our International Express Solutions, businesses benefit from some of the fastest delivery times available, seamlessly connecting your shipments to destinations across the globe.

Our comprehensive international offerings include:

- **Express Document Delivery Worldwide** – For urgent, time-sensitive documents.
- **Express Parcel Delivery Worldwide** – Fast and secure delivery for parcels of all sizes.
- **Economy Box Shipping** – Cost-effective solutions for non-urgent shipments.
- **Import Express Services** – Simplifying the import process with seamless, efficient handling.

Whether it's essential documents or high-volume parcels, Shopify Delivery Services is dedicated to delivering excellence, making global logistics accessible and reliable for businesses of all scales.



# GCC Cross - Border Services



## GCC Cross-Border Solutions

Shopify Delivery Services stands at the forefront of the market in door-to-door transportation across the GCC, providing comprehensive solutions for e-commerce deliveries, bulk shipments, and Full Container Load (FCL) and Less than Container Load (LCL) cargo. Our GCC Cross-Border Solutions are meticulously designed to ensure efficient and reliable logistics for businesses moving goods to major cities throughout the GCC.

We recognize the unique demands of the e-commerce sector, which is why our specialized services cater specifically to high-volume shipments, enabling seamless order fulfillment and customer satisfaction. Our offerings include streamlined customs clearance, secure handling, and timely delivery, ensuring that your products reach their destination promptly and safely.

In addition, we leverage advanced tracking technology and a robust logistics network to provide real-time visibility into your shipments, allowing for better planning and management. Shopify Delivery Services is dedicated to simplifying cross-border logistics, empowering clients to expand their market presence and reach their customers with confidence and ease. Whether you are a small business or a large enterprise, our tailored solutions are designed to meet your unique logistical needs in the dynamic GCC market.





[www.shopifydelivery.ae](http://www.shopifydelivery.ae)