

## Complaints 2024 - UPS Denmark

Total	Complaints	% complaints of Number of shipments	Complaints with compensation
<b>All categories</b>	<b>11</b>	<b>0,0001162%</b>	<b>3</b>
Loss	3	0,0000317%	3
Delay	5	0,0000528%	0
Damage/missing content	0	0,0000000%	0
Other	3	0,0000317%	0

Parcels inland	Complaints	% complaints of Number of shipments	Complaints with compensation
Loss	1	0,0000184%	1
Delay	4	0,0000737%	0
Damage/missing content	0	0,0000000%	0
Other	2	0,0000368%	0
<b>Total</b>	<b>7</b>	<b>0,0001289%</b>	<b>1</b>

Parcels abroad	Complaints	% complaints of Number of shipments	Complaints with compensation
Loss	2	0,0000496%	2
Delay	1	0,0000248%	0
Damage/missing content	0	0,0000000%	0
Other	1	0,0000248%	0
<b>Total</b>	<b>4</b>	<b>0,0000992%</b>	<b>2</b>

## Service Levels per year - UPS Denmark

Year	Total
2024	93,61%
2025	
2026	