

VISUAL CHECK OF AGE: AGE CHECK ON DELIVERY



With the visual check of age service you commission DHL in an uncomplicated and convenient way that your parcels are not handed over to children and adolescents under the age of 16 or 18 years.

YOUR BENEFITS

The service takes into account the recipient's age at the moment of delivery, e.g., when sending CDs/DVDs with age restrictions (FSK 16) and PC and console games (USK 16).

■ Supporting the protection of minors

- You specify the minimum age of the recipient (either 16+ or 18+ years)
- Your parcel will only be handed over to the recipient in person or to persons in the recipient's household who meet the specified minimum age
- The recipient's age is verified by his personal identity card if the mail carrier doubts that the recipient meets the minimum age

■ Attractive charge

EUR 1.19 plus VAT in addition to the price of a parcel

SIMPLE COMMISSIONING FOR YOU

- The service is already part of your contract and can be commissioned directly via the DHL shipping logistics systems (by using the Ship function in the Post & DHL Business Customer Portal)
- Of course, the service is also available to you if you program your shipping logistics system autonomously
- Just provide us with the minimum age to be checked

RELIABLE PERFORMANCE BY DHL

- DHL carries out the age check by using the recipient's identity card if it is not completely clear that the recipient meets the minimum age
- The parcel will only be handed over to the recipient in person or to a person in the recipient's household who meets the specified minimum age
- Alternative delivery to a neighbor, a Packstation, or a parcel box is not possible
- Parcels addressed to a Packstation are automatically forwarded to the nearest postal retail outlet

IMPORTANT NOTE

DHL Parcel offers a wide range of services which verify the recipient's identity and/or age during the parcel delivery process. For certain product categories, the recipient's identity and age - in case of deviation in the delivery the recipient's identity and age respectively - need to be already verified by the sender before parcel delivery. For such cases Deutsche Post offers additional services, including the extensive POSTIDENT-portfolio. It is the sender's responsibility to check whether the selected service for the goods ordered by his customer complies with the legal requirements. For advice on this subject please consult a specialist responsible or a legal attorney.