

PARCEL RECALL: STOP YOUR PARCEL BEFORE DELIVERY



PARCEL RECALL

With the parcel recall service you can stop your DHL Paket and/or from 01/03/2025 DHL Kleinpaket throughout Germany even after it has been handed over to DHL, e.g. if you suspect payment default or if the order is cancelled at short notice.*

YOUR BENEFITS

- **In the event of suspicion of mail order fraud**
Recall your DHL Paket and/or DHL Kleinpaket to avoid the loss of your merchandise if you suspect your customer will default on payment or if your customer's credit rating is poor
- **Flexible response to changes in customer requests**
If your customer has cancelled or changed the order, or made an error when entering the order, you can stop the delivery of the goods and thus get them back quickly
- **Attractive price**
The parcel recall service becomes chargeable only if your request can be completed successfully, meaning that your parcel is returned; return fee:
 - EUR 4.00 per DHL Paket plus VAT
 - EUR 2.00 per DHL Kleinpaket plus VAT

SIMPLE COMMISSIONING FOR YOU

- The parcel recall service can be ordered directly via DHL shipment tracking for business customers or via the Track & Trace function

RELIABLE PERFORMANCE BY DHL

- If a parcel recall is ordered, DHL stops the shipment before it is loaded into the delivery vehicle. DHL then initiates a return to the sender's address

*The parcel can only be stopped if it has not been loaded into the delivery vehicle.