

PARCEL RECALL: STOP YOUR PARCEL BEFORE DELIVERY



PARCEL RECALL

With the parcel recall service you can stop your parcel 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 parcel 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 their 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 parcel 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
- Alternatively, you can also initiate the order via the premium customer service, if available

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.