

INDIVIDUAL COLLECTION ORDER: SAFETY AND SIMPLIFY PARCEL SHIPMENTS AND RETURNS



INDIVIDUAL COLLECTION ORDER

With the individual collection order service your items are conveniently picked up at your desired address, anywhere in Germany. Just order the pick-up online or through our DHL Customer Service.

YOUR BENEFITS

The service takes into account the recipient's age at the moment of delivery, e.g., when sending alcoholic drinks, CDs/DVDs with an age limit, PC and console games, or medicines requiring a doctor's prescription.

- **Day-definite pick-up Monday till Saturday**
Commissioning of the collection by 10:00 p.m. for the following day
- **Flexibility**
Flexible placing of order and order management up to 30 calendar days in advance
- **Bookable with label printing**
The DHL deliverer brings the label along when collecting the items
- **High degree of transparency**
through complete documentation of the order status
- **Various ways to order**
Order the pick-up online in the Post & DHL Business Customer Portal or by telephone, fax, or e-mail via the DHL Customer Service*
- **Attractive charge**
 - individual collection order (for DHL Paket, DHL Retoure, DHL Retoure Online) EUR 1.49**
 - individual collection order (for DHL Retoure with pick-up and label) EUR 1.99**

* If ordered via the DHL Customer Service, a surcharge of EUR 2.50 will be charged for every item commissioned ** Per item/order, in addition to the price of a parcel

SIMPLE COMMISSIONING FOR YOU

- The individual collection order service is already part of your contract and can be ordered directly via the Post & DHL Business Customer Portal or the DHL Customer Service
- Order a large number of pick-ups conveniently by collective order or integrate the ordering process into your systems. Please contact us, we will be glad to advise you on all the possibilities of our pick-up offering

RELIABLE PERFORMANCE BY DHL

- DHL will carry out the pick-up on the day you desire and document the order status
- If you choose pick-up with label printing, the deliverer brings along an adhesive label
- If your customer is not available, you can configure an automatic repetition of the order, if desired

THE NATIONAL SERVICE PORTFOLIO OF DHL PAKET AT A GLANCE

