

# 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 his order, you can prevent the delivery of the merchandise
- **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)

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

### 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 use a web service to place an order

### RELIABLE PERFORMANCE BY DHL

- DHL recalls the item before it is loaded onto the delivery vehicle. DHL initiates the item's return to the sender address

### THE NATIONAL SERVICE PORTFOLIO OF DHL PAKET AT A GLANCE

