

SECOND DELIVERY ATTEMPT: REDELIVERY



With the Second delivery attempt service, you enable the recipient to receive the shipment at the next possible time after an unsuccessful first delivery.

YOUR BENEFITS

For all shipments that are redelivered after an unsuccessful first delivery attempt – e.g., large or bulky items.

- **Greater Comfort**
The recipient receives a second delivery directly at their front door and saves themselves the trip to a Packstation, postal retail outlet, or parcel shop.
- **Time savings**
No pickup or scheduling required by your recipient - the package is automatically redelivered to the desired location.
- **Higher customer satisfaction**
Particularly attractive for companies or recipients with limited mobility, a second delivery attempt is made for the customer.
- **Service fee**
EUR 2.99 plus VAT (in addition to the price of a parcel).
The service fee is only charged if the first delivery was unsuccessful and a second delivery is initiated.

SIMPLE COMMISSIONING FOR YOU

- The service is already part of your contract and can be ordered 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.

RELIABLE PERFORMANCE BY DHL

- If a shipment cannot be delivered on the first delivery attempt, DHL will not take the shipment back to a postal retail outlet, parcel shop, or Packstation for pickup. Instead, a new delivery attempt will be made as soon as possible, usually on the next business day.
- A first delivery attempt is also considered successful if a substitute delivery is made to the letter box, the Preferred location, a neighbor, or another person living in the recipient's household.
- If the second delivery attempt is also unsuccessful, the standard DHL Paket processes apply.

PERFECTLY CONTROLLED. DELIVERED TO YOUR HOME.

Greater delivery convenience: Your parcel is delivered to your customers' homes a second time.