

Age Verification (AV)



The sender of this item has chosen a Royal Mail service which will ensure this item is only handed to an individual aged 18 or over. If you cannot prove you are aged 18 or over we are contractually unable to hand over the item.

The person who ordered this item was made aware Royal Mail would be following the Challenge 25 principles:

- Clearly over 25 - item will be handed over with no Age Verification check required, however, a signature will still be required.
- **Not clearly over 25** - proof of age will be requested, in the form of a valid Passport or Driving Licence .
- If proof of age is not available, the item will be returned to the Royal Mail Customer Service Point for collection with the correct ID (Valid Passport or Driving Licence). **Note: we will keep the item for 18 calendar days before returning to sender**
- Alternatively, the addressee can request a redelivery at www.royalmail.com/redelivery
- Further information can be found at www.royalmail.com/AgeVerify



Identification Verification (IDV)

The sender of this item has chosen a Royal Mail service which will ensure this item can only be delivered to the individual named on the item. If you cannot prove you are the addressed individual we are contractually unable to hand over the item.

The following valid forms of Photo ID are acceptable:

- Passport
- Photocard Driving Licence
- Foreign National
- Military
- Police Warrant
- Royal Mail Employee
- NHS or senior citizen bus pass
- If the addressee is unavailable or the addressee does not have the required Photo ID, the item will be returned to the Royal Mail Customer Service Point for collection with the correct Photo ID (As above). **Note: we will keep the item for 18 calendar days before returning to sender**
- When the addressee collects the item they must bring photo ID
- Alternatively, the addressee can request a redelivery at www.royalmail.com/redelivery
- Further information can be found at www.royalmail.com/IDVerify

