

HOME DELIVERY

AGE RESTRICTED PRODUCTS

STAGE 1 | COLLECTING THE DELIVERY

When you collect a delivery, make sure you establish whether the items you are collecting include age restricted products. These could be:



Alcohol



Tobacco



Lottery



E-cigarettes

It is **against the law** to sell age-restricted items to anyone **under the age of 18**.

It is **your responsibility** to make sure that you don't deliver age-restricted items to anyone under 18.

STAGE 2 | BEFORE HANDING OVER THE DELIVERY

Before you hand the delivery over to the customer, you must follow these steps:

Check if the customer looks under 25 years old, if they do you should ask to see their proof of age.

If the customer looks under 25 years old, you must ask them to present a valid proof of age to verify that they are over 18 so that they can legally receive the age restricted item(s).



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Valid proof of age includes:



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Check the photograph: Check that the person at the door is the person on the proof of age

Check the date of birth: Calculate the age of the person

Check the document: Ensure the card is not a fake or been tampered with

Check for the hologram: Check for the 3D effect



You should use your judgement to decide if the customer is intoxicated.

If you believe the customer is intoxicated, you should refuse delivery to the customer.

STAGE 3 | REFUSING TO DELIVER

Keep Safe: Asking for proof of age and refusing to deliver age restricted products can be a trigger for verbal abuse or aggressive behaviour. If you feel unsafe remove yourself from the situation. Report all incidents to your delivery company or retailer, in an emergency call 999.

Report a Refusal: If you refuse a delivery because someone is underage or does not have a valid form of proof of age you should report it to the shop you delivered from and your delivery agency so a record can be kept.

Safe Places / Neighbours: You should not leave deliveries that contain age restricted products in designated safe places or with neighbours.

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For more advice on preventing underage sales, check out ACS' detailed guide at www.acs.org.uk/advice

