HOME DELIVERY AGE RESTRICTED PRODUCTS

STAGE 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:





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.

BEFORE HANDING OVER THE DELIVERY

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

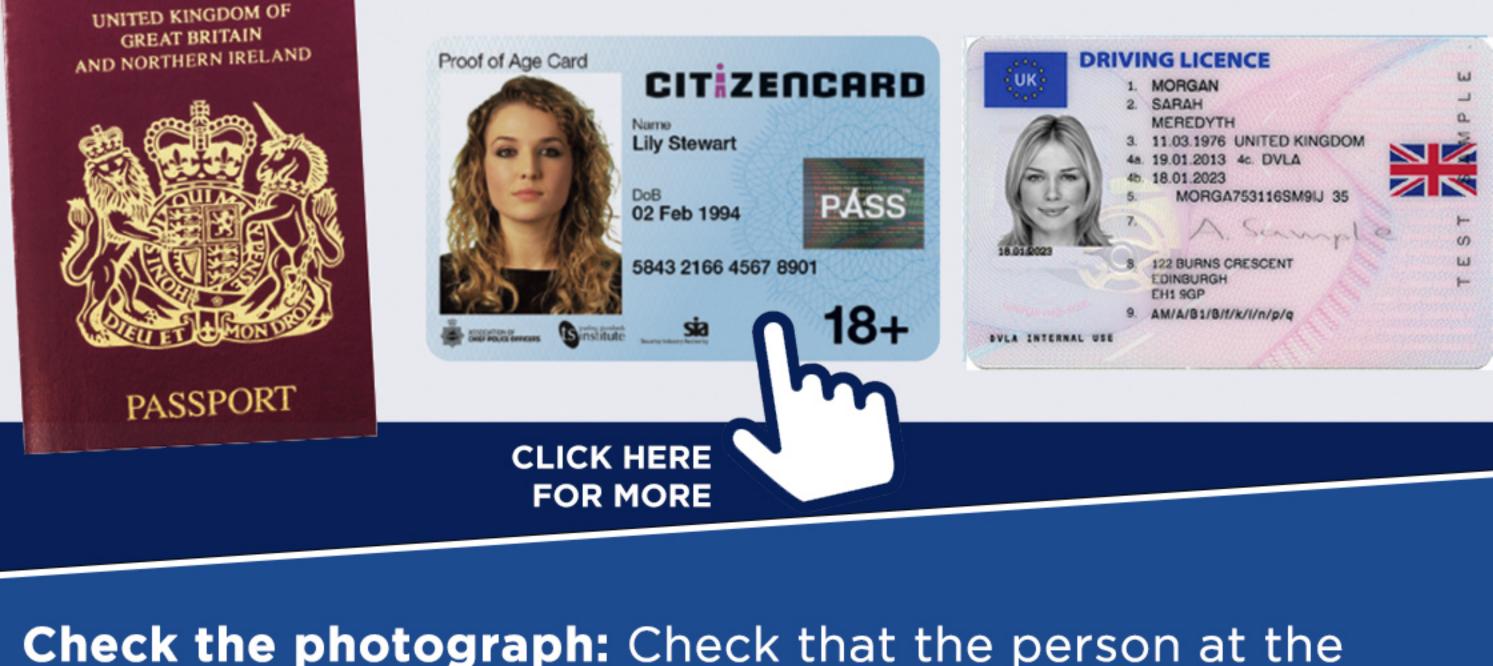
under 25 years old, if they do you should ask to see their proof of age. If the customer looks under 25

Check if the customer looks

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). Valid proof of age includes:

EUROPEAN UNION





Check the date of birth: Calculate the age of the person Check the document: Ensure the card is not a fake or

door is the person on the proof of age

Check for the hologram: Check for the 3D effect

if the customer is intoxicated.

If you believe the customer is



can be kept.

been tampered with

to the customer.

intoxicated, you should refuse delivery

You should use your judgement to decide

STAGE 3 REFUSING TO DELIVER

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

Keep Safe: Asking for proof of age and refusing to

deliver age restricted products can be a trigger for

unsafe remove yourself from the situation. Report all

verbal abuse or aggressive behaviour. If you feel

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

CLICK HERE FOR MORE For more advice on preventing underage sales, check out ACS' detailed guide

at www.acs.org.uk/advice



