

Challenge 21 or 25 Scheme

Customer Collections and Deliveries

If a customer is collecting RCH127, RCH128 or RCH129 the person dealing with them has to be aware of the 18+ rule.

If the person collecting any of the above liquid shock looks younger than 25 they have to provide identification

This is the responsibility of the person dealing with the collection.

If identification can not be given you must inform a senior member of the Warehouse team.

The customer's are being told of this requirement when they are coming to collect an order

If they order liquid shock they are also aware they could be asked for proof of age.

Deliveries

If we are making deliveries of liquid shock to a customer it is the responsibility of the person making the delivery.

They must give the delivery to someone over 18, if you are unsure about the age and they cannot prove their age, you must not leave the delivery with them.

No liquid shock can be left without a signature.

If we have to refuse a collection or delivery we must put the reason on the collection / delivery note saying why, its is then to be scanned to a file that will be created for this reason.

I have received the above training and fully understand every point that was explained to me. I will ask for further training if I need to and will immediately inform the Supervisor or Manager if there are any issues.

Name:

Signed: Date:.....

I confirm that I have trained the aforementioned person and that they fully understand and know to inform me immediately of any issues or if they require further training.

Name:(Authorised Trainer)

Signed Date: