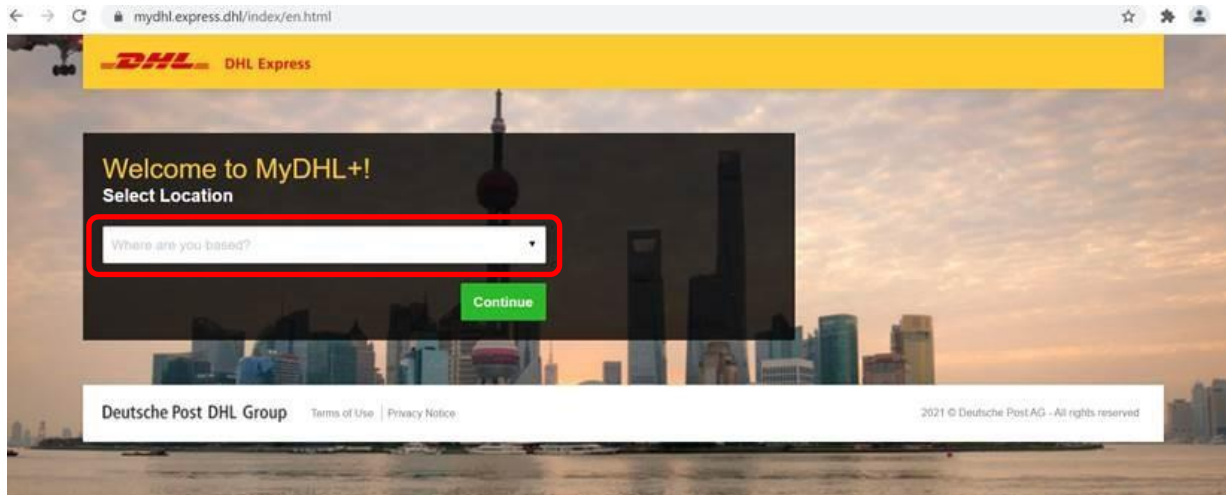


# Instructions to request DHL pickup

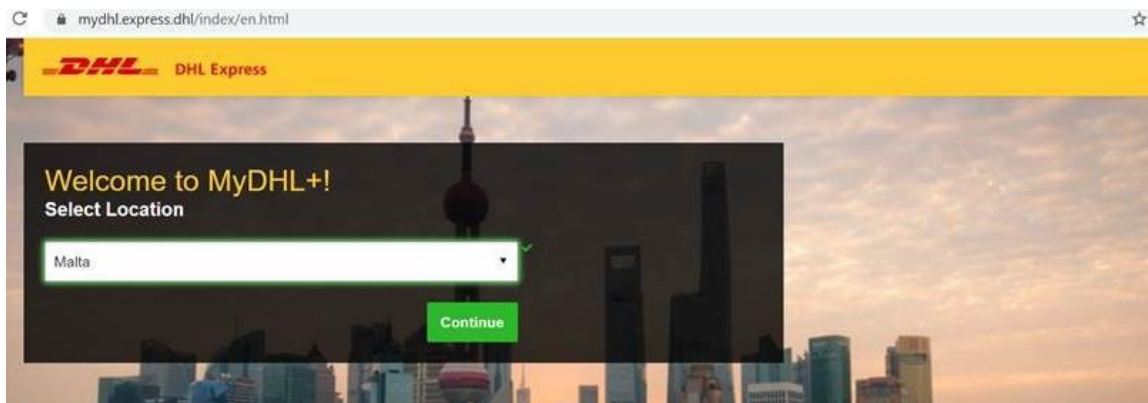
## STEP 1

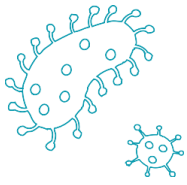
Visit the following link: <https://mydhl.express.dhl/index/en.html>



## STEP 2

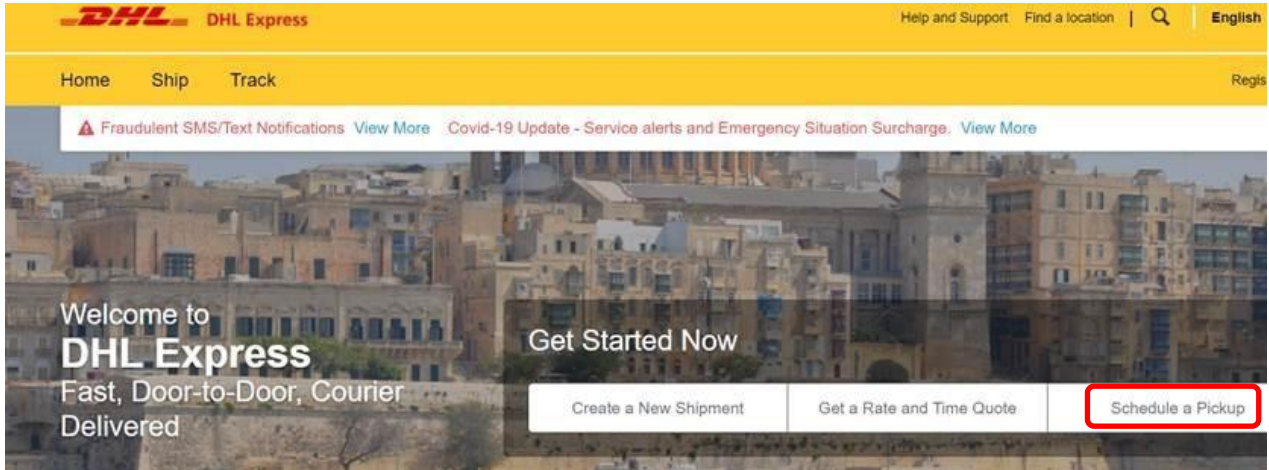
Choose your country and press continue. (For the example below, we have chosen Malta)





### STEP 3

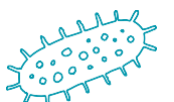
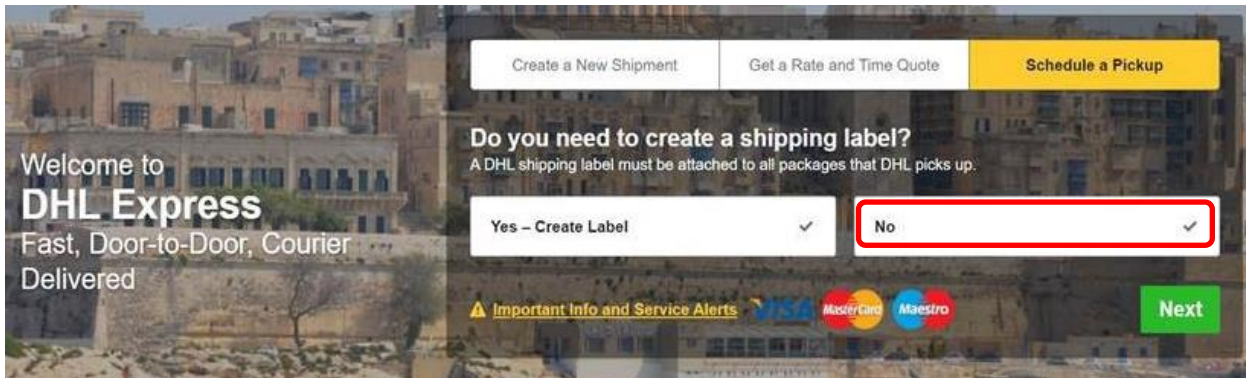
Press **Schedule a Pickup**.

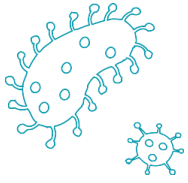


### STEP 4

“Do you need to create a shipment label?” In your case, press **“NO”**.

This is because we have already provided you with a return shipping label that you received with your kit.





## STEP 5

Then choose "I have a DHL Waybill number".

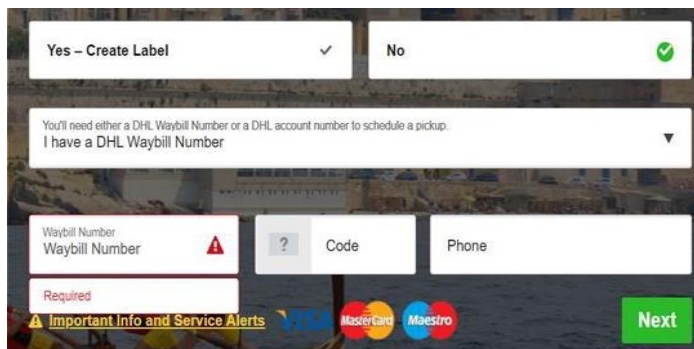


## STEP 6

The Waybill Number is the 10-digit number that is printed on the paper that was included in the DHL bag in your kit. It is found right under the first bar code (refer to the image below).



Insert the DHL Waybill Number, telephone number and press NEXT. You will then be asked to insert some more details and confirm the pickup.



**IMPORTANT:** If the Waybill Number is not accepted, kindly go back to Step 1 and make sure to select the correct country from where the pickup is being made.

