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**Merlin Archery**#170512

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**Ticket Details**

| Status | Priority | Source | Type     |
|--------|----------|--------|----------|
| Closed | Medium   | Email  | Question |

**Agent**Merlin Support Team

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by **A R** on **Tue, 3 May, 2022 at 10:30 AM** via **Email****Verification**

Hi,

If I bought an 18+ product how would you verify my age, do you verify ID online or does the delivery person check my ID at my door?

Also, do I have to be 18 to receive the product when it is at my door?

Thanks in advance.

A

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**Comments**by **Merlin Support Team** on **Tue, 3 May, 2022 at 11:32 AM** as **Outbound email**

Thank you for your email.

If purchasing an age restricted product such as a Crossbow or Blade article for example, we would need to verify your age before we can dispatch an item. The first thing that we check is the Electoral Register as a lot of people are present on here, if so that is all we need an your account will be approved and the order processed. If you are not on the electoral register for any reason we would contact you to verify your age by an alternate method, this would normally be through a photo of a passport or driving license.

Once your account has been verified once it would not need to be again, so if you were to then order another age restricted product in the future you would need to verify your age again as long as it is on the same account.

Kind Regards,

Oliver

Merlin Archery Team

[01509 233 555](tel:01509233555)

<http://www.merlinarchery.co.uk>

[www.merlinarchery.co.uk](http://www.merlinarchery.co.uk) (<http://www.merlinarchery.co.uk>)

Merlin Archery Ltd.

Unit 1

Great Central Trading Park

Great Central Road

Loughborough

Leicestershire

LE11 1RW

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by **A R** on **Thu, 5 May, 2022 at 12:47 AM** as **Incoming email**

Hi,

I would like to purchase from Tactical Archery but I would prefer discrete packaging which doesn't provide any information on what is inside the box. Could I see a photo of what the external packaging of your products look like?

Thanks in advance.

A

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by **Merlin Support Team** on **Thu, 5 May, 2022 at 8:53 AM** as **Outbound email**

Our parcels are all sent in plain brown paper so are as discreet as they can be, I do not have any photos to hand but I am sure you can picture what I mean.

Kind Regards,

Oliver

Merlin Archery Team

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