

DHL RETOURE WITH ENCLOSED RETURN LABEL

With DHL Retoure, there's no need for your customers to print a label, and they can choose from any of our many DHL drop-off points. The upshot? You offer customers a fast, convenient and easy way to send items back.

THE BENEFITS FOR YOU

- **Minimal time spent:** The quickest way to process returns
- **Customer-friendly handling:** Your customers only have to affix the enclosed return label, instead of preparing and printing it themselves
- **No setup costs:** There's no need to integrate a booking interface for returns into your website
- **Simple label production:** The return label is generated automatically by your shipping logistics system
- **Lower process costs:** Easy processing of returns means fewer inquiries to customer service
- **Practical combinations:** The solution can be optimized with self-adhesive packaging


BENEFIT FROM THE LARGEST NETWORK OF DROP-OFF POINTS

Flexible parcel returns for your customers at around 35,000 drop-off points across Germany or directly to the DHL courier

- Around 13,000 retail outlets and points of sale
- Around 11,000 Paketshops
- More than 11,000 Packstations (24 hours a day)*
- More than 90,000 couriers

* The maximum dimensions for Packstations are 75 x 60 x 40 cm; some locations may have different opening hours

MANY DIFFERENT POSSIBLE COMBINATIONS

- **By request:** Individual pickup order
- **More sustainability:** The GoGreen or GoGreen Plus service can be booked as options 
- **Oversize parcels too:** Can be combined with the Sperrgut bulky goods service without the need to register in advance

STRAIGHTFORWARD BILLING

- **Standardized calculation:** Easy invoicing with flat-rate charges
- **Production-based billing:** Returns are only billed if they are actually transported (the return charge is calculated on the basis of production data)

HOW IT WORKS:

In your shipping logistics system, you generate a return label in advance (for example, using our Post & DHL Business Customer Portal) and enclose it with your parcel. Your customers receive a prepared return label with their delivery. To return goods, customers only need to pack them up, affix the label and take the parcel to one of our many DHL drop-off points or hand it over directly to a DHL courier. Optionally, you can arrange for the DHL Retoure parcel to be collected from your customers by making an individual pickup request.

If you have any questions, please contact your sales representative. For more information about DHL Retoure visit dhl.de/retouren.