

# ShopReturnService

## The returns solution for Europe from Swiss Post GLS

Do you ship to Europe and want to offer a simple, convenient and free returns solution for your customers? If so, the ShopReturnService from Swiss Post GLS is just what you need.

The ShopReturnService from Swiss Post GLS gives you the option of returning items to Germany that have been returned by your customers in various EU countries. Returns are free of charge for your customers and can be posted from any one of more than 17,000 GLS ParcelShops. For you, handling the returns is simple and we offer attractive conditions.

The following EU countries are currently part of the international ShopReturnService:

- **Belgium**
- **Denmark**
- **Germany**
- **Finland**
- **Ireland**
- **Italy**
- **Luxembourg**
- **Netherlands**
- **Austria**
- **Poland**
- **Slovenia**
- **Slovakia**
- **Spain**
- **Czech Republic**
- **Hungary**

Returns from customers in all of the countries listed above can be sent back to Germany. Straight domestic returns within Germany are also possible.

### The advantages for you

#### Control over your returns

You decide when your customers are to receive a label for free return shipment. This way, you have the returns process and costs under control.

#### Attractive conditions and full cost transparency

Customer involvement in the returns process means we are able to offer you attractive prices. Returns only incur costs if they are actually handed into a GLS ParcelShop.



#### A large number of convenient acceptance points

Your customers can conveniently post their returns at any one of more than 17,000 easily accessible GLS ParcelShops within Europe.

#### Transparent track and trace

Your returns are tracked from start to finish, with transparency guaranteed at all times.

#### Simple handling

The returns management tool YourGLS provides you with simple, clear and intuitive handling.

### YourGLS — your tool for returns management

Manage the return of your consignments with the YourGLS tool. Use it to create return labels and send them to your customers electronically. With the tool's integrated track and trace, you have access to all return information, from posting to delivery.

**SWISS POST** 

### How does the returns process work?

1. Your customer notifies you of the return.
2. You send the return label to your customer.
3. Your customer posts the return — prepaid and free of charge for them — at a GLS ParcelShop.

### How do my customers get their return label?

Once you have created the return label in YourGLS, you can send it to your customers:

1. Send electronically **via e-mail as a link**.
2. Send electronically **via e-mail as a PDF document**.
3. Print out the physical return label and send it **as a document**.

### Conditions and prices

Orders will be billed on a monthly basis. We offer the following conditions for the ShopReturnService:

- **ShopReturnService** (service fee): **CHF 2.00/parcel**
- **Parcel post with ShopReturnService:** on request, depending on sender country and weight

Interested? Please contact your Post CH Ltd sales advisor or get in touch with us on +41 848 458 458 or at [logistics.international@swisspost.ch](mailto:logistics.international@swisspost.ch).

### In combination with the EU returns shipment solution

It's possible to combine the ShopReturnService with the Swiss Post GLS returns solution for return shipments from the EU. With this solution, your parcels from different EU countries can be collected, picked and sent back to Switzerland quickly, easily and affordably as a collective consignment in an outer shipping box.

#### Fun fact

GLS is considered to be the inventor of the parcel shop in Europe. The first ParcelShop was opened by GLS in Germany back in 1997.