

# DHL RETOURE INTERNATIONAL – SIMPLE AND FLEXIBLE



It could not be easier. With the different DHL RETOURE International solutions you and your customers can use the unique benefits of a completely online-based returns procedure. You benefit from simplified workflows, flexible solutions tailored to your business model as well as accelerated return processes.

## THE BENEFITS FOR YOU

- Complete transparency and control over expected returns
- Simple and free return option for customers
- Minimization of costs for handling returns
- Your customers can post the returns in all branches of the destination country's cooperation partner
- Flexible options enable you to adapt the DHL RETOURE International service to your own individual requirements:
  - Your customer service team arranges returns for your customers
  - Your customers book the return online, on your website, as a partially integrated or fully integrated service

## DHL RETOURE INTERNATIONAL IS AVAILABLE IN 28 COUNTRIES



- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Greece
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Hungary
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom

## VARIANTS OF DHL RETOURE INTERNATIONAL

### Your customer service team arranges returns for your customers

Your customer service team records your customers, return requests and enters them into DHL's booking interface. The return labels are e-mailed to your customers as a PDF file. They can print them out directly.

#### Your benefits:

- Customers receive a convenient, personal and free returns service
- Production of the label is fully controlled by your customer service department

### Your customers can book their returns online – a service that is partially integrated into your website

A link from your website takes your customers directly to the DHL RETOURE International booking form, from which they can create return labels as a PDF file and print them out immediately.

#### Your benefits:

- Customers have 24/7 access to a free service on your website
- You can decide where to position the link on your website
- You reduce your process-related costs and create less work for your customer service team

### Your customers can book their returns online – integrated into your website

With this option, the booking interface for DHL RETOURE International is integrated into your website. You can define the entire process yourself. Your customers can print their return label directly from the application using a link to a web-based service.

#### Your benefits:

- You enhance the attractiveness of your offering on your website
- Your customers can book their returns any time they wish
- You reduce your process-related costs and create less work for your customer service team

All information is given without warranty and may contain errors.