

IMMEDIATE RETURN: RETURN SHIPMENT FOLLOWING UNSUCCESSFUL INITIAL DELIVERY



Have your parcel conveniently returned to the sender immediately after a failed first delivery attempt.

YOUR BENEFIT

With this service, time-critical or sensitive goods are automatically returned to you following an unsuccessful initial delivery. This allows you to regain access to them quickly and flexibly.

■ Protection of time-critical goods

Time-critical and sensitive products are not held for pickup at a Packstation or postal retail outlet following an unsuccessful initial delivery but are instead automatically returned to you.

■ Greater quality assurance

Reduced risk of spoilage, damage, or loss of value.

■ Rapid availability and flexibility regarding the next steps

Immediate return enables you to react directly - for example, by quickly rescheduling shipment, arranging for storage, or initiating further processing.

■ More control

No unwanted delays in delivery processes—your products remain in your hands.

■ Attractive price

The Immediate return service is generally free of charge. If the service is successfully executed and the package is returned, the Return fee will be charged (EUR 4.50 per DHL Paket, plus VAT).

SIMPLE COMMISSIONING FOR YOU

- The service is already part of your contract and can be ordered directly via the DHL shipping logistics systems (by using the Ship function in the Post & DHL Business Customer Portal).
- Of course, the service is also available to you if you program your shipping logistics system autonomously.

RELIABLE PERFORMANCE BY DHL

- If a shipment cannot be delivered (handover to recipient, delivery to a Preferred location, or substitute delivery to a neighbor), it will not be taken to a Packstation, a postal retail outlet, or a parcel shop. Instead, the shipment is returned directly to the sender (return shipment).

RETURN IMMEDIATELY—WITHOUT DETOURS

Following an unsuccessful initial delivery, your package is automatically returned to you - ensuring maximum control and rapid availability.