

DHL RETOURE INTERNATIONAL: EASY TO USE, FLEXIBLE, EUROPE-WIDE

NEW for some countries
• Label standardization



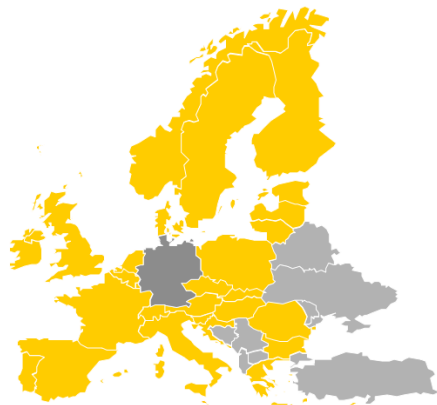
DHL RETOURE INTERNATIONAL

It really couldn't be easier. Thanks to the various options offered by DHL Retoure International, you and your customers benefit from the unique advantages of an end-to-end online returns process. Boost your business now – with simplified workflows, solutions tailored to your business model, and accelerated returns processes independent of the original shipments.

THE BENEFITS FOR YOU

- You gain complete transparency and control over pending returns.
- You offer customers an easy return option that is free of charge.
- You lower your costs for handling returns.
- They offer your customers convenient parcel returns at more than 115,000 acceptance points in 29 countries through the branch networks of postal companies and DHL – including the largest acceptance networks in the Netherlands and Poland.
- Returning dangerous goods from selected countries.
- You can adapt DHL Retoure International to match your individual requirements, using our flexible return options:
 - Your customer service team handles the booking of returns for your customers.
 - Your customers book their returns online as a partially integrated or fully integrated service on your website.
 - You include a fully prepared return label with their delivery.

DHL RETOURE INTERNATIONAL IS AVAILABLE IN 29 COUNTRIES



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

NEW – LABEL STANDARDIZATION

The **label design will be gradually changed** for the individual countries starting from October 2026. The label will be **smaller**, feature **only two barcodes with one shipment number (the national shipment number will be removed)**, and **alternatives to the DIN A4 format will be introduced**. **No changes** to your label requesting process are **required**. Once the changeover has been completed, the new labels can optionally be printed in **DIN A6 format on standard and thermal printers** via the DHL Paket DE Returns API. The exact changeover dates for the return labels in each country can be found at: www.dhl.de/retoure-international-updates-en.

FOUR RETURN OPTIONS FOR DHL RETOURE INTERNATIONAL

1. Your customer service team books the returns

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 that can be easily printed out.

THE BENEFITS FOR YOU

- You offer customers a convenient, personal and free returns service.
- You control the creation of return labels.

2. Your customers book their returns online – a service partially integrated into your website

A link on your website takes customers directly to the online form for booking the DHL Retoure International service. The form is used to generate a return label as a PDF that can be easily printed out.

THE BENEFITS FOR YOU

- You offer your customers 24/7 access to a free service on your website.
- You decide where to position the link on your website.
- You reduce your process costs and the workload of your customer service team.

3. Your customers book their returns online – a service fully integrated into your website

You integrate the booking interface for DHL returns into your website, allowing you to define the entire process. Your customers can print their return label directly from the application, using a link to a web-based service.

THE BENEFITS FOR YOU

- You increase the attractiveness of your website offering.
- You offer customers the option of booking a return at any time.
- You save time and money and still offer outstanding customer service.

4. Your customers receive a fully prepared return label with their delivery

When using this option, you create and print a return label for every outbound item and enclose it in the shipment. The label can be requested during the picking process, using the link with the API Retoure.

THE BENEFITS FOR YOU

- You enhance the attractiveness of your online shop with the help of a simple and easy returns process – and provide a better shopping experience!
- You make return labels directly available to your customers so that they don't even need a printer.
- You decrease the number of customer service requests and thus lower your costs.