

DHL RETOURE



DHL Retoure enables simple and convenient return shipping for you and your recipients.

Tailor your return solutions to the requirements of your online shop and the needs of your customers while benefitting from Germany's largest drop-off network.

Choose between various physical and digital label provision solutions and add the right service or GoGreen* for each individual shipment.

THE BENEFITS FOR YOU

- ✓ **Maximized flexibility:**
Choose the right label provision type for yourself and your customers from numerous digital and physical options. We offer solutions for all needs.
- ✓ **Maximum convenience:**
From arranging your individual return shipping solution through posting of the item by your customers at one of our many DHL drop-off points to fast return shipping with daily pickup. We shape the entire returns process for you and your customers as conveniently as you want.
- ✓ **More service:**
It is very simple to combine return shipping with the services individual pickup order and bulky goods, as well as to shift return shipping costs to your customers with DHL Retoure Selbstzahler.
- ✓ **Digital or physical posting document:**
Your customers receive a digital or physical posting document and gain a better overview of your shipments.
- ✓ **More transparency:**
By registering return shipments, you get an overview of all your customers' return requests in shipment tracking at the Post & DHL Business Customer Portal (applies at DHL Retoure as a QR code, PDF and provided label).

BENEFIT FROM THE LARGEST NETWORK OF DROP-OFF POINTS

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


- Around 13,000 retail outlets and sales points
- More than 10,000 parcel shops
- More than 12,000 Packstations (24 hours a day)*
- Around 90,000 parcel couriers

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

NUMEROUS LABEL PROVISION OPTIONS

PROVISION OPTION	DESCRIPTION
DHL Retoure as a QR code:	The return label is conveniently provided digitally and can be printed out at one of our numerous DHL drop-off points or by the DHL courier.
DHL Retoure as a PDF:	The return label is provided quickly and digitally as a PDF file and can be printed out at home by your customers.
DHL Retoure as an enclosed label:	The return label is directly enclosed with the outward shipment and thus offers an easy-to-use return option with minimal time commitment.
DHL Retoure as a provided label:	The return label is brought to the customer directly by a DHL courier when the return item is picked up.

MANY DIFFERENT POSSIBLE COMBINATIONS

- **Self-payment:**
Without generating more work or expense, you can shift the cost of return shipping to your customers – permanently or occasionally
- **With pickup if requested:**
Order the individual pickup order service and we will collect the return from your customer's home
- **Oversize parcels too:**
Can be combined with the bulky goods service without the need to register in advance
- **More sustainability:**
The GoGreen* or GoGreen Plus service can be booked as options 

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)

If you have any questions, please contact your sales representative.



For more information about DHL Retoure, visit dhl.de/retoure.

* For new DHL business customers starting January 1, 2026, this service will no longer be available.