

# Solution for return shipments from the EU

## Send returns back to Switzerland simply and affordably using Swiss Post GLS

Swiss Post GLS offers the ideal solution for returns from the European Union (EU) to Switzerland. At the GLS partner depot in Donaueschingen, returns can be collected, picked and sent back to Switzerland quickly, easily and affordably as a combined parcel in an outer box.

### How does the process work?

When items are returned, your customer notifies you about the goods that will be returned to you. This information allows you to make a preliminary posting for the commercial invoice you will create later.

A return label with instructions is enclosed with all parcels when they are initially shipped. The label includes the address of the GLS partner depot and a reference field with the company name and the export parcel number you have specified. The instructions tell the customer to send the parcel to the partner depot using the return label.

The address of the partner depot in Donaueschingen is:

**General Logistics Systems  
Germany GmbH & Co. OHG  
Donaueschingen Depot 77  
"Name of Swiss Post customer" & "GLS export parcel number"  
Raiffeisenstrasse 52  
D-78166 Donaueschingen**

The parcel can be posted at a post office in the country from which it's being returned and the cost for shipment must be paid by your customer.

The arrival of the returns is registered in the partner depot, which notifies you of them directly at agreed times. This is done using an Excel file with the details of the return parcels, including the original GLS export parcel numbers and information on the returned goods from the feedback provided by your customers, allowing you to create a correct commercial invoice for each consignment. You can send commercial invoices to the partner depot by e-mail, fax or post. An inventory of goods is not offered.

Return shipments in an outer box are shipped to Switzerland at the agreed time or according to your instructions using GLS-inco-term 20. Under this inco-term, all costs for customs clearance services, duties and taxes for import are borne by the recipient.

After they have arrived in the GLS partner depot in Donaueschingen, returns from Germany can be stored without surcharge for a maximum of one month.

### What are the benefits?

#### Attractive prices for transport and customs clearance

By shipping multiple parcels as a combined parcel in an outer box, you benefit from lower transport costs. In addition, the combined parcel reduces the customs clearance costs. Customs clearance for imports and exports only has to be completed once, rather than for each individual parcel.

#### Control over returns

Returns received in the depot are recorded in a list and reported to you at agreed times. You decide when the returns are sent back to you. With the commercial invoice you create, ensure that the accompanying documents for the consignment are correct.

#### Integrated undeliverable items

When you use the returns solution, the address of the GLS depot in Donaueschingen can be stored in the GLS ERP system as the return address for undeliverable parcels. This additional option for the existing returns solution also saves you transport and customs clearance costs when the parcel is returned to Switzerland.

An existing parcel data link from your ERP to the GLS-ERP is required for setting up an alternative return address.

**SWISS POST** 

## Prices and conditions

Invoices are issued for each customer on a monthly basis with an accompanying Excel file. The Excel file shows all details clearly and transparently. Both the original individual parcels and the returned items in the outer box can be clearly identified using the parcel numbers.

Outer box consignment	Transport	Picking and packaging	Export clearance*	Diesel surcharge**	Handling and storage***
	Price per outer box	Price per outer box	Price per consignment	Price per outer box	Price per parcel and month
Up to 5 kg	CHF 21.00	CHF 30.00	CHF 30.00	Variable	CHF 3.00
>5 kg	CHF 23.00	CHF 30.00	CHF 30.00	Variable	CHF 3.00
>10 kg	CHF 25.00	CHF 30.00	CHF 30.00	Variable	CHF 3.00
>15 kg	CHF 27.00	CHF 30.00	CHF 30.00	Variable	CHF 3.00
>20 kg	CHF 29.00	CHF 30.00	CHF 30.00	Variable	CHF 3.00
>25 kg	CHF 31.00	CHF 30.00	CHF 30.00	Variable	CHF 3.00
>30 kg	CHF 38.00	CHF 30.00	CHF 30.00	Variable	CHF 3.00

\* Plus CH import customs clearance at the prices published at [www.swisspost-gls.ch](http://www.swisspost-gls.ch)

\*\* Percentage based on the invoice amount. Link to current surcharge: <https://gls-group.com/DE/en/gls-informs>

\*\*\* Plus storage surcharge of CHF 25.00 per parcel and per month that has already begun if the storage period is longer than one month. This is counted from the first working day after the returned item arrives in Donaueschingen.

Post CH Ltd  
Logistik-Services  
Swiss Post GLS  
Wankdorfallee 4  
3030 Bern

Telephone +41 848 458 458  
[logistics.international@swisspost.ch](mailto:logistics.international@swisspost.ch)  
[www.swisspost-gls.ch](http://www.swisspost-gls.ch)

