

ShopReturnService

The returns solution for Europe from Swiss Post GLS

Do you ship to Europe and want to offer a simple, convenient and free returns solution for your customers? If so, the ShopReturnService from Swiss Post GLS is just what you need.

The ShopReturnService from Swiss Post GLS offers you the option of returning items from your customers in various EU countries to an EU country. Returns are free of charge for your customers and can be posted at any one of more than 17,000 GLS ParcelShops. For you, handling the returns is simple and we can offer attractive conditions.

The following EU countries are currently part of the international ShopReturnService:

- **Belgium**
- **Denmark**
- **Germany**
- **Finland**
- **Ireland**
- **Italy**
- **Luxembourg**
- **Netherlands**
- **Austria**
- **Poland**
- **Slovenia**
- **Slovakia**
- **Spain**
- **Czech Republic**
- **Hungary**

Your customers' returns can be sent back from any of the above countries to one or several of these countries. Straight domestic returns within the same country are also possible.

The advantages for you

Control over your returns

You decide in which cases your customer receives a label for the free return shipment. This way, you have the returns process and costs under control.

Attractive conditions and full transparency over costs

Your customers' involvement in the returns process allows us to offer you attractive prices. Returns only incur costs if they are actually handed at a GLS ParcelShop.



A large number of convenient acceptance points

Your customers can post their returns conveniently at any one of more than 17,000 easily accessible GLS ParcelShops within Europe.

Transparent track and trace

The track and trace on your returns is end-to-end and transparent at all times.

Simple handling

The returns management tool YourGLS provides you with simple, clear and intuitive handling.

YourGLS — your tool for returns management

For returns management of your consignments, the GLS tool YourGLS is available. This allows you to create return labels and send them to your customers electronically. With the tool's integrated track and trace, you have access to all information about your returns, from posting to delivery.

SWISS POST 

How does the returns process work?

1. Your customer notifies you of the return.
2. You send the return label to your customer.
3. Your customer posts the return — prepaid and free of charge for them — at a GLS ParcelShop.

How do my customers get their return label?

Once you have created the return label in YourGLS, you can send it to your customers:

1. Send electronically **via e-mail as a link**.
2. Send electronically **via e-mail as a PDF document**.
3. Print out the physical return label and send it **as a document**.

Conditions and prices

Orders will be billed on a monthly basis. We offer the following conditions for the ShopReturnService:

- **ShopReturnService** (service fee): **CHF 2.00/parcel**
- **Parcel post with ShopReturnService:** on request, depending on sender country, recipient country and weight.

Interested? Please contact your Post CH Ltd Sales advisor or get in touch with us by phone on +41 848 458 458 or e-mail at logistics.international@swisspost.ch.

In combination with the solution for return shipments from the EU

It's possible to combine the ShopReturnService with the Swiss Post GLS [returns solution for return shipments from the EU](#). With this solution, your parcels from different EU countries can be collected, picked and sent back to Switzerland quickly, easily and affordably as a collective consignment in an outer box.

Fun fact

GLS is considered to be the inventor of the parcel shop in Europe. The first ParcelShop was opened in Germany by GLS back in 1997.

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