



Consumer Returns

Customer Guide

v1.0

For more information:

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Table of Contents

1.0 Overview	3
2.0 Consumer Returns	4
2.1 Service Summary	4
2.2 How Consumer Returns Works:	4
3.0 Domestic Services	6
3.1 Return Speeds.....	6
3.2 Service Coverage	6
3.3 Weights and Dimensions	6
3.4 Confirmation of Delivery	7
3.5 Delivery Images.....	7
3.6 Compensation	7
3.7 Prohibited Items, Dangerous Goods and Restricted Items	7
3.8 Presentation Requirements	8
3.9 Known Surcharges	8
3.10 Unknown Surcharges	8
4.0 Cross-Border Services	9
4.1 Return Speeds.....	9
4.2 Service Coverage	9
4.3 Weight and Dimensions.....	9
4.4 Confirmation of Delivery	9
4.5 Compensation	10
4.5 Prohibited Items, Dangerous Goods and Restricted Items	10
4.7 Presentation Requirements	11
4.8 Known Surcharges	11
4.8 Unknown Surcharges	11
Appendix A	12
Cross-Border Coverage.....	12
Parcelhub Consumer Returns Guide Version Control	14

1.0 Overview

This guide is designed to support customers accessing the specifications for each carrier in Parcelhub's parcel services in the table below:

Product & Service		Description
Consumer Returns	48 / 72-hour Parcel Shop	Offering a great selection of small to medium sized parcel options to be dropped to store or a selection of lockers.
	48hour Collect from Home	Collect from home also available and perfect for any customers unable to get out to stores.
	Cross-Border	International returns with an option of standard and express across a range of destinations and sizes.

This guide should be read in conjunction with the International Fully Tracked and Domestic Fully Tracked guides.

If any carrier withdraws a service, that service will cease to be available to the customer, and Parcelhub will not under any circumstances be liable for such withdrawal. Similarly, if a carrier limits the availability of a service for any reason, Parcelhub will only provide that service in such manner as it considers appropriate, taking account of the limitations imposed by the carrier. The customer should discuss any changes, and alternative options, with its account manager.

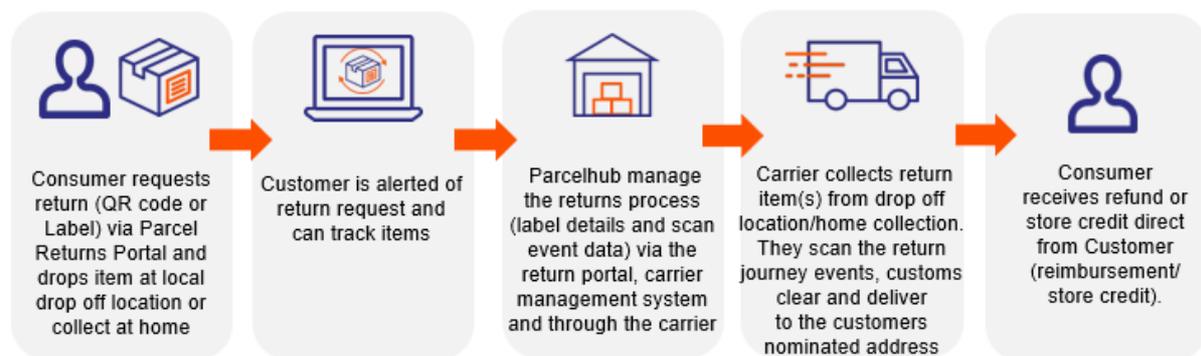
2.0 Consumer Returns

2.1 Service Summary

There are a number of options to enable returns as follows:

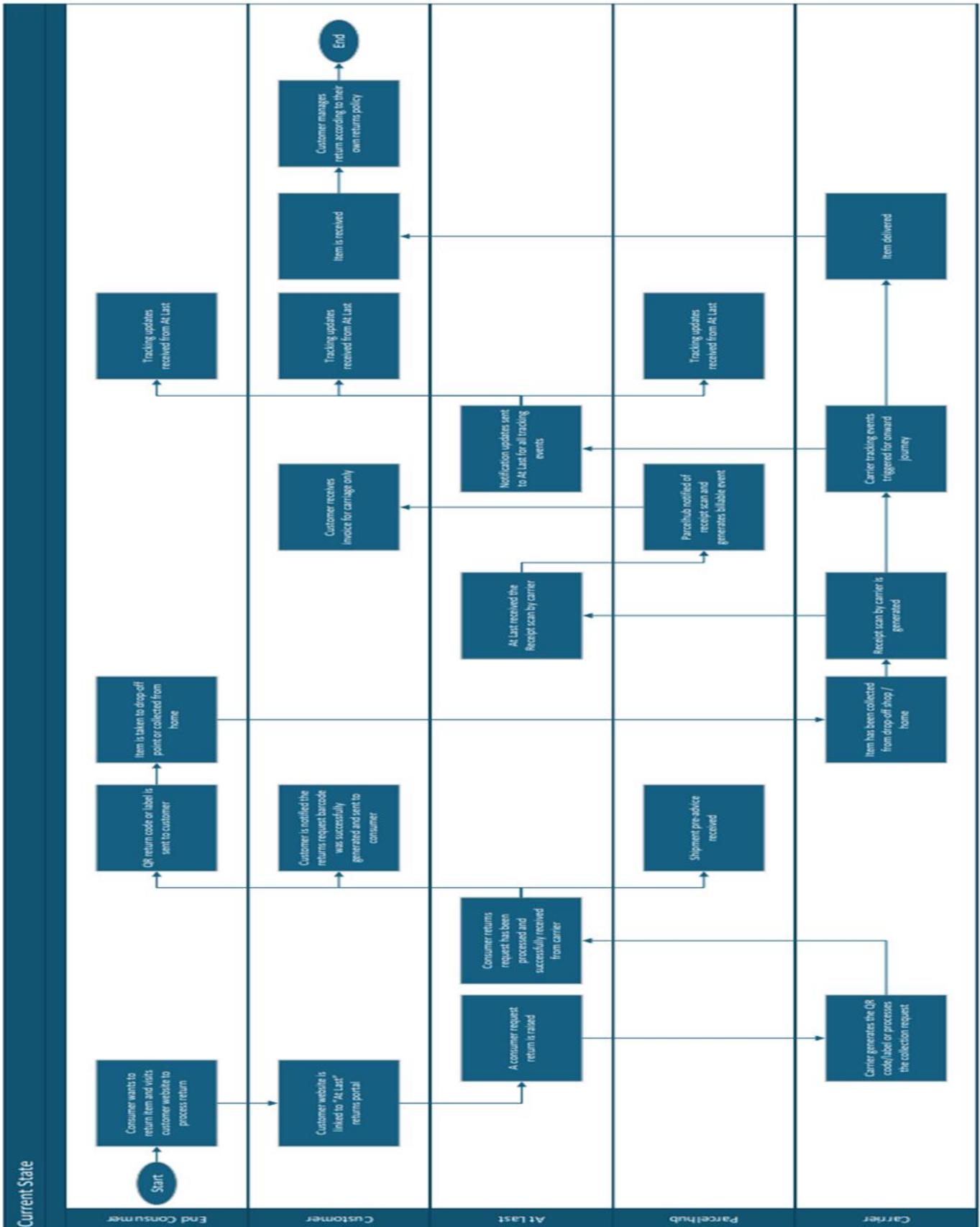
Parcel Shop Drop Off	Collect from Home	Consumer Pays	Exchanges	Cross Border Standard	Cross Border Express
24, 48 and 72 hour returns options small to medium sized parcels, drop to shop	Collect from home returns options	Ability to charge the consumer for all or a % of the return cost along with charging by return reason.	Skip the refund, keep consumers in your store by offering an exchange.	30+ Key Destinations, Return Goods Relief as standard.	200+ Destinations, Return Goods Relief as standard.

2.2 How Consumer Returns Works:



Parcelhub provides consumer returns through its subcontractor At Last. In order to use the consumer returns service, the customer will need to complete a merchant agreement with At Last. The merchant agreement sets out the terms under which At Last provides returns-related services directly to the customer; it forms the contractual basis for delivering At Last’s returns platform and services—facilitating return processing, payments, and customer service integrations. Parcelhub is not liable to the customer or anyone else in connection with the service provided by At Last nor is Parcelhub liability for the acts or omissions of At Last. The customer’s remedies in relation to At Last’s services are set out in the merchant agreement between the customer and At Last. Any claims relating to At Last’s services should be submitted to At Last in accordance with any procedures that they have in force.

Parcelhub's management of the returns service is limited to the activities set out in the following process flow chart:



3.0 Domestic Services

3.1 Return Speeds

The measurement for the speed of any return speed starts from the first physical scan of an item by the carrier. An item may be scanned at a store as an item receipt but until the carrier collects the item and scans it, the period from the shop receipt scan is not counted as part of the delivery speed. Please note that each store will have its own collection / delivery times with each individual carrier and these may vary daily. Once collected the delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery. In addition, Parcelhub will not be liable for any loss, damage, cost, charge, surcharge, expense or other amount which arises directly or indirectly from an act or omission of the Customer (or its employees, agents or contractors) or the recipient of the item.

Product & Service		Delivery		Delivery Speed	
		Days	Attempts	Handover to Carrier	1st Delivery Attempt
Evri	48	Mon-Fri	3	0 Days	1 day
Yodel	72	Mon-Fri	3	0 Days	1 day
Royal Mail	48	Mon-Fri	1	0 Days	1 day
DPD	24	Mon- Fri	3	0 Days	1 Day

3.2 Service Coverage

Our tracked returns services have the following coverage. For the carriers' latest listing and further clarification of any postcode specific queries please use the links provided, this table is a guide only as carriers and routes may change.

<https://www.evri.com/find-a-parcelshop/>

<https://www.royalmail.com/sending/parcelshops>

<https://www.yodel.co.uk/store-locator>

<https://www.dpd.com/hu/en/pickup-parcelshops/find-a-parcelshop/>

Product & Service		United Kingdom			
		Mainland	Channel Islands	Out of Area Highlands & Islands	Northern Ireland
Consumer Returns	Evri – Parcel Shop	✓		✓	✓
	Evri – Collect from home	✓		✓	✓
	Royal Mail– Parcel Shop	✓		✓	✓
	Royal Mail – Collect from Home	✓		✓	✓
	Yodel – Parcel Shop	✓		✓	✓
	DPD – Parcel Shop	✓			

3.3 Weights and Dimensions

The following sizes are available on our services:

Product		Format	Maximum Dimensions	Maximum Weight
Consumer Returns	Evri – Parcel Shop	Parcel	1.2m longest length. 2.25m length + girth	15kg
	Evri – Collect from home	Parcel	61x46x46cm	20kg

	Evri - Locker	Parcel	62x57x9cm	15kg
	Royal Mail– Parcel Shop	Parcel	66x41x38	15kg
	Royal Mail – Collect from Home	Parcel	61x46x46cm	20kg
	Yodel – Parcel Shop	Parcel	60x50x50cm	10kg
	DPD – Parcel Shop	Parcel	2 longest lengths add up to 120cm,	20kg

3.4 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON-POD	POD
Consumer Returns	All Services	✓	

3.5 Delivery Images

Delivery images have replaced signatures, If a copy of the delivery image is required please locate on the carrier direct website however if this isn't available please contact the WISMO team (Where Is My Item – email wismo@parcelhub.co.uk or call 01159 084 136) to request from the carrier directly.

Carrier	Evri *	Royal Mail	Yodel	DPD
Delivery image available on carrier website	✓			✓

For any customers using Evri's National Return Centre (large volume returns) images are not available. Please check with your account manager.

3.6 Compensation

Compensation is standard on all of the Consumer Returns product range. The table below sets out a summary of the compensation which is available. Any claim for compensation must follow the claims process for the relevant carrier. If that process is not followed, this is a summary only and the customer should refer to each individual carrier section in this guide for further details:

Compensation is available on the following					
Carrier	Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
Evri	✓		✓		
Yodel	✓		✓		
Royal Mail	✓	✓	✓		✓
DPD*	✓	✓	✓	✓	✓

*DPD max claim value is £50 this differs to outbound parcels with a max of £100, all other terms remain the same.

3.7 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether an item is prohibited, dangerous or restricted before despatching on the consumer returns service

The treatment of items identified as prohibited, dangerous or restricted by Parcelhub or our carriers is set out in our **Domestic Fully Tracked Customer Guide**.

Additional labelling and packaging requirements may apply for restricted items; these are highlighted in **section 4.0 Preparing Your Items in our Domestic Fully Tracked Customer Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to our **Domestic Fully Tracked Customer Guide**.

For further detail please refer to the individual Carrier link <https://www.evri.com/send/what-i-can-and-cannot-send>,

<https://www.yodel.co.uk/prohibited-and-restricted-items>,
https://www.royalmail.com/sites/default/files/royal-mail-prohibited-and-restricted-items-nov-23-2018---23410530_updated_April_19.pdf
<https://send.dpd.co.uk/products-and-services/prohibited-items>

3.8 Presentation Requirements

Our carriers will require items that are to be returned to be packaged and secured in an appropriate manner as these will need to be transported through high volume networks. It is recommended the packaging used for any outbound shipment should be used for the return leg as well. This will also reduce any risk of oversize charges being applied.

If any items will contain prohibited, dangerous or restricted items please check with your account manager if the carrier selected can carry out the return of the item.

3.9 Known Surcharges

Items sent to courier services can incur surcharges. The Consumer Returns known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge	Description
Fuel Surcharge	An additional charge equal to a percentage of the per item charges will be added to the price for all Tracked and Tracked Premium services to take account of the cost of fuel.
Yodel out of Area Surcharge	Where a collection or delivery is affected from a postcode within the out of area zones, a surcharge per parcel will be applied
Yodel Out of Gauge (OGL1 / OGV1)	For items shipped on any service (other than the XPECT XL service) where the item is between 120cm & 170cm in length and/or 0.23m3 & 0.28m3 in volume.
Yodel Oversized Item	An item has been received which exceeds the maximum dimensions and/or weight for an Xpect XL Parcel.
Yodel HGV surcharge	For items shipped on all Yodel services
Evri Service Amendment	For items that the collection method is changed by the sender after the label has been created (e.g. from Shop to Home collection)
Evri Relabel – collect from home	When an item is relabelled due to poor print quality by the end consumer
Royal Mail - Service Amendment	For items that the collection method is changed by the sender after the label has been created (e.g. from Shop to Home collection)

Known surcharges will be invoiced when notified by our carrier against the date the surcharge occurred, these surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in section **13 Procedures for handling non-compliant items in our Domestic Fully Tracked Customer Guide**.

3.10 Unknown Surcharges

Section 9 of our Domestic Fully Tracked Customer Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

4.0 Cross-Border Services

4.1 Return Speeds

The measurement for the speed of any return speed starts from the first physical scan of an item by the carrier. While an item scanned at a store acts as a receipt event, delivery speed is only calculated from the point that the carrier collects the item and receipts to their network. Please note that each store will have its own collection / delivery times with each individual carrier and these may vary daily. Once collected the delivery speeds and times set out in this guide are service aims only and the actual times for processing and delivery are not guaranteed. Parcelhub will not be liable for the speed of collection, processing, handover and delivery. In addition, Parcelhub will not be liable for any loss, damage, cost, charge, surcharge, expense or other amount which arises directly or indirectly from an act or omission of the Customer (or its employees, agents or contractors) or the recipient of the item.

Product & Service	Delivery		Delivery Speed	
	Days	Attempts	Handover to Carrier	1st Delivery Attempt
Cross-Border Standard	Mon-Fri	1	0 Days	10-12 days*
Cross-Border Express	Mon-Fri	1	0 Days	8-10 days*

4.2 Service Coverage

Our tracked returns services have the following coverage. This table is a guide only as carriers and routes can be subject to change.

Product & Service		United Kingdom	EU	Rest of World
Cross-Border Consumer Returns	Standard		✓	✓*
	Express		✓	✓*

*Not complete coverage. Please refer to Appendix A for current coverage [International Delivery Update](#) for the most up to date information.

4.3 Weight and Dimensions

The following sizes are available on our services:

Product & Service		Format	Maximum Dimensions	Maximum Weight
Cross-Border Consumer Returns	Standard	Parcel	60x40x40	30kg
	Express	Parcel	60x40x40	30kg

4.4 Confirmation of Delivery

Confirmation of delivery will be received in line with the following table:

Product & Service		NON-POD	POD
Consumer Returns	Standard	✓	
	Express	✓	

4.5 Compensation

Compensation is standardised across both Standard and Express services. The table below sets out a summary of the compensation which is available. Claims must be placed in accordance with our claims process detailed in section **Appendix F of our **Parcelhub Combined Customer Guide****

4.5.1 Types of Available Compensation

Compensation is available on the following					
Service	Loss	Damage	Disputed delivery	Delivery Delay / Service Failures	Carriage / Transit Liability
Standard	✓	✓	✓		
Express	✓	✓	✓		

4.5.2 Lost Items

On occasion, an item may become lost during the delivery process. For an item to be classed as lost, it must first be physically receipt scanned. Manifest and data receipt events do not constitute an item being physically received.

Compensation on a 'lost item' is limited to the lesser of an item's cost price and capped at £50.

4.5.3 Damaged Items

In the rare occasion an item is delivered damaged, original packaging must be retained and photographic evidence of the damage must be provided.

The contents must have been adequately packaged, if an item is deemed to be inappropriately packaged it will result in the claim being refused.

Compensation on a 'damage' is limited to the lesser of an item's cost price and capped at £50.

4.5.4 Disputed Delivery

If item tracking indicates an item to have been delivered, there may be occasions when a recipient denies receipt of the item.

For items that are disputed delivery the query team or the carrier may as part of the investigation process contact the end recipient directly and request a denial of receipt letter is submitted.

4.5.5 Claim Timeframes

The initial query must be raised to our WISMO Team, and any subsequent claim must be submitted to our Claims Team via web query website (claims portal) within 14 days of the date upon which the event or occurrence that gives rise to such claim. Any supporting evidence should also be provided at this time.

Compensation may not be claimed for packages containing any restricted or prohibited items. Please refer to <https://www.parcelhub.co.uk/restricteditems> for guidance.

Compensation is only payable pending a successful investigation and agreement from the carrier.

4.5 Prohibited Items, Dangerous Goods and Restricted Items

It is the responsibility of the customer to ensure these requirements are adhered to and to check whether an item is prohibited, dangerous or restricted before despatching on the consumer returns service

The treatment of items identified as prohibited, dangerous or restricted by Parcelhub or our carriers is set out in **section 13 "Procedures for handling non-compliant items"** our **International Fully Tracked Services Guide**

Additional labelling and packaging requirements may apply for restricted items; these are highlighted in **section 4.0 "Preparing Your Items"** in our **International Fully Tracked Services Guide**.

Where items are classed as Dangerous Goods Packaged in Limited Quantities (LQ), please refer to Appendix D in our **International Fully Tracked Services Guide**

For further detail please refer to the below Carrier link for Express services:
[List of Prohibited Items for Shipping | UPS - United Kingdom](#)

4.7 Presentation Requirements

Our carriers will require items that are to be returned to be packaged and secured in an appropriate manner as these will need to be transported through high volume networks. It is recommended the packaging used for any outbound shipment should be used for the return leg as well. This will also reduce any risk of oversize charges being applied.

If any items will contain prohibited, dangerous or restricted items please check with your account manager if the carrier selected can carry out the return of the item.

4.8 Known Surcharges

Items sent to courier services can incur surcharges. The Consumer Returns known surcharges are detailed below. Please refer to your contract for details of these specific prices:

Surcharge Product	Description
Standard	Accurate weights must be declared - A surcharge may be applied to any items found to inaccurately declared.
Standard	Correct HS Codes are required - surcharges range in value depending on the level of correction and intervention required.
Standard	Any peak surcharges received from our carrier partners will be passed through
Express	Fuel surcharge not included in price. Fuel surcharge is charged in line with UPS - https://www.ups.com/gb/en/support/shipping-support/shipping-costs-rates/fuel-surcharges
Express	Peak surcharges received from our carrier partners will be passed through
Express	Accurate weights must be declared - A surcharge may be applied to any items found to inaccurately declared.
Express	Correct HS Codes are required - surcharges range in value depending on the level of correction and intervention required.

Known surcharges will be invoiced when notified by our carrier, against the date the surcharge occurred, these surcharges may not appear on invoices for up to three weeks following initial receipt. More information on surcharge triggers may be found in section **13 Procedures for handling non-compliant items in our International Fully Tracked Services Guide**

4.8 Unknown Surcharges

Section 9 of our International Fully Tracked Services Guide states how Parcelhub deals with any other surcharges which are levied in connection with your items.

Appendix A

Cross-Border Coverage

Coverage is subject to change depending on Carrier relationships, ability to import/export and any subsequent embargoes or lane suspensions. Please refer to our [International Delivery Update](#) for the most up to date information.

Standard Destinations*			
Australia	Denmark	Latvia	Slovakia
Austria	Finland	Lithuania	Slovenia
Belgium	France	Luxembourg	Spain - Canary Islands
Bulgaria	Germany	Netherlands	Spain
Canada	Greece	New Zealand	Sweden
Croatia	Hungary	Poland	United States
Cyprus	Ireland	Portugal	
Czechia	Italy	Romania	

Express Destinations*			
Afghanistan	Guernsey	Guinea-Bissau	Martinique
Albania	Jersey	Guyana	Mauritania
Algeria	Chile	Haiti	Mauritius
American Samoa	China	Netherlands	Mayotte
Angola	Colombia	Honduras	Mexico
Anguilla	Comoros	Hong Kong SAR, China	Moldova
Antigua and Barbuda	Congo	Hungary	Monaco
Argentina	Congo (Democratic Republic)	Iceland	Mongolia
Armenia	Costa Rica	India	Montenegro
Aruba	Ivory Coast	Indonesia	Montserrat
Australia	Croatia	Iraq	Morocco
Austria	Curacao	Ireland	Mozambique
Azerbaijan	Cyprus	Israel	Myanmar
Portugal - Azores	Czechia	Italy	Namibia
Bahamas	Denmark	Jamaica	Nepal
Bahrain	Djibouti	Japan	Saint Kitts and Nevis
Bangladesh	Dominica	Jordan	New Caledonia
Barbados	Dominican Republic	Kazakhstan	New Zealand
Belarus	Ecuador	Kenya	Nicaragua
Belgium	Egypt	South Korea	Niger
Benin	El Salvador	Kosovo	Nigeria
Bermuda	Eritrea	Kuwait	Northern Mariana Islands

Express Destinations (Continued) *			
Bhutan	Germany	Oman	Saint Vincent and the Grenadines
Bolivia	Ghana	Pakistan	Suriname
Bonaire, Sint Eustatius and Saba	Gibraltar	Panama	Swaziland
Bosnia and Herzegovina	Greece	Paraguay	Sweden
Botswana	Grenada	Peru	Switzerland
Brazil	Guadeloupe	Philippines	Taiwan, China
Virgin Islands (British)	Guam	Poland	Tanzania
Virgin Islands (U.S.)	Guatemala	Portugal	Thailand
Brunei Darussalam	Guinea	Puerto Rico	Togo
Bulgaria	Kyrgyzstan	Qatar	Trinidad and Tobago
Burkina Faso	Lao People's Democratic Republic	Reunion	Tunisia
Burundi	Latvia	Romania	Turkey
Cambodia	Lebanon	Russia	Turkmenistan
Cameroon	Lesotho	Rwanda	Turks and Caicos Islands
Canada	Libya	Samoa	Uganda
Spain - Canary Islands	Liechtenstein	San Marino	Ukraine
Cabo Verde	Liberia	Saudi Arabia	United Arab Emirates
Cayman Islands	Lithuania	Senegal	United States- NJ, NY
Chad	Luxembourg	Serbia	United States- Other locations
Estonia	Macau SAR, China	Seychelles	Uruguay
Ethiopia	North Macedonia	Sierra Leone	Uzbekistan
Fiji	Madagascar	Singapore	Vanuatu
Finland	Portugal - Madeira	Slovakia	Venezuela
France	Malawi	Slovenia	Vietnam
French Polynesia	Malaysia	South Africa	Yemen
Gabon	Maldives	Sri Lanka	Zambia
Gambia	Mali	Saint Barthelemy	Zimbabwe
Palestine	Malta	Saint Lucia	
Georgia	Norway	Saint Maarten	

*Subject to change

Parcelhub Consumer Returns Guide Version Control

Document history

Date	Version No.	Section Revised	Revision Summary
20/08/2025	1.0	All	New Consumer Returns card combining Parcelhub's Domestic and International services.

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