

Parcel Returns



At Parcelhub we work with a range of carriers to deliver a Parcel Returns service that's best in class.

Effortless Parcel Returns help:



Drive up-selling opportunities



Improve customer satisfaction



Encourage repeat purchases

Parcelhub provide a fully managed Parcel Returns solution to customers, which includes:

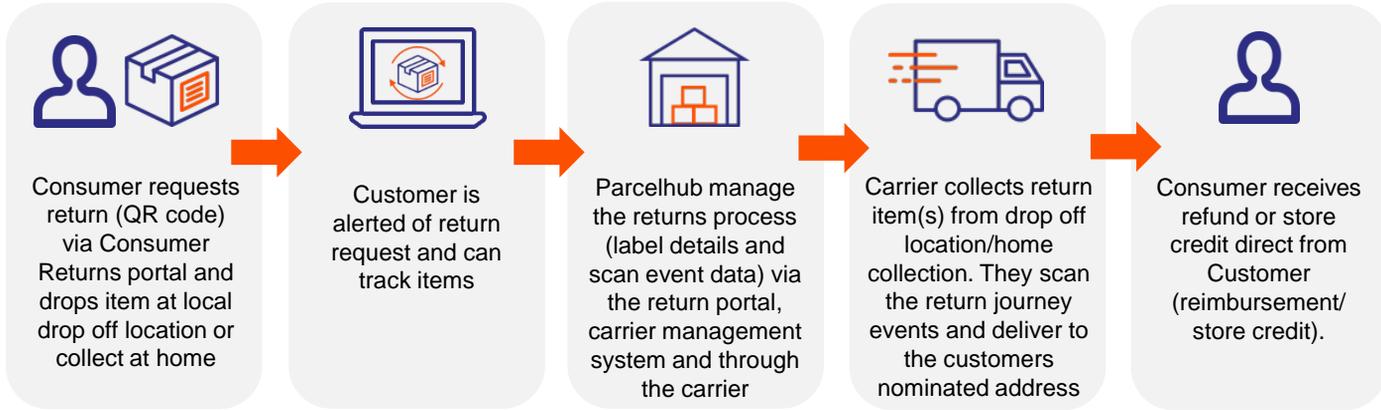
- A portal easy for consumers to manage
- Ability to add photos to justify reason for return
- Print in store option as standard
- Simple dashboard to manage all returns
- Dynamic 'Free' or 'Shipper Paid' options based on returns reason
- Analysis for customer to understand consumers shopping behaviours
- Management of the returned parcel journey through the carrier networks providing real time consumer and customer notifications
- Restricted 'max' usage of any Free of Charge return reason based on consumer email address
- Paperless returns as standard

Multiple Return Options:

Available Now

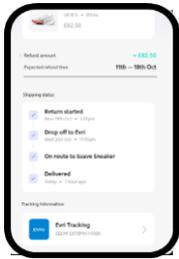
Parcel Shop Drop Off	Consumer Pays	Exchanges	Collect From Home
48- or 72-hour Return, small to medium parcel. Print in store only.	Ability to charge the end consumer for the return. Can be for all returns reasons or a selection.	Skip the Refund, keep consumers in your store by offering an exchange.	Collect from home service available.

How our Parcel Returns works



Simple Tracking

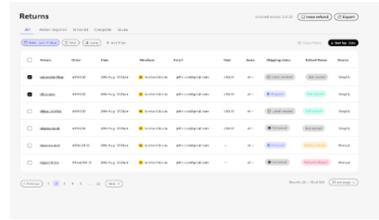
For Consumers:



The consumer can see all tracking events once the item has been dropped off, including once it has been delivered.

The consumer can also view all other information about their return including estimate time for refund.

For Customers:



Full control and visibility of all returns in one place along with the ability to maintain and update your own branded portal (coming soon).

Available Product Sizes

	Format	Weight	Carrier max. weight & dimensionst		
			Length	Width	Height
Yodel Parcel Shop	Small Parcel	10kg	60cm	50cm	50cm
Evri Parcel Shop	Parcel	15kg	120cm	2.25m length + girth	
Evri Collect from Home	Parcel	15kg	120cm	2.25m length + girth	
Evri Lockerbox	Parcel	15kg	62cm	9cm	57cm
Evri Inpost Lockerbox	Parcel	15kg	66cm	41cm	38cm
Royal Mail Drop Off	Parcel	20kg	61cm	46cm	46cm
Royal Mail Collect from Home	Parcel	20kg	61cm	46cm	46cm

Why Parcelhub?

Trusted by hundreds of companies worldwide, we take the hassle out of managing parcel deliveries nationally and internationally, all via one contact, one collection and one invoice, saving you time and money.

Working with us, you can access a broad range of carriers and delivery options from a single platform, integrate your eCommerce or order processing platform with ease, have all your items collected, sorted and handed over for final mile delivery through our national infrastructure, and minimize failed deliveries through our Proactive Tracking solution.

For more information:

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