

Cross-Border Consumer Returns

A fully managed returns solution that simplifies the international returns process for businesses of all sizes.



Effortless Cross-Border Returns help:



Enhance global reach



Improve customer satisfaction



Encourage repeat purchases

Parcelhub offer an international returns management solution as a standalone service or as part of a comprehensive 360° shipping solution. Features include:

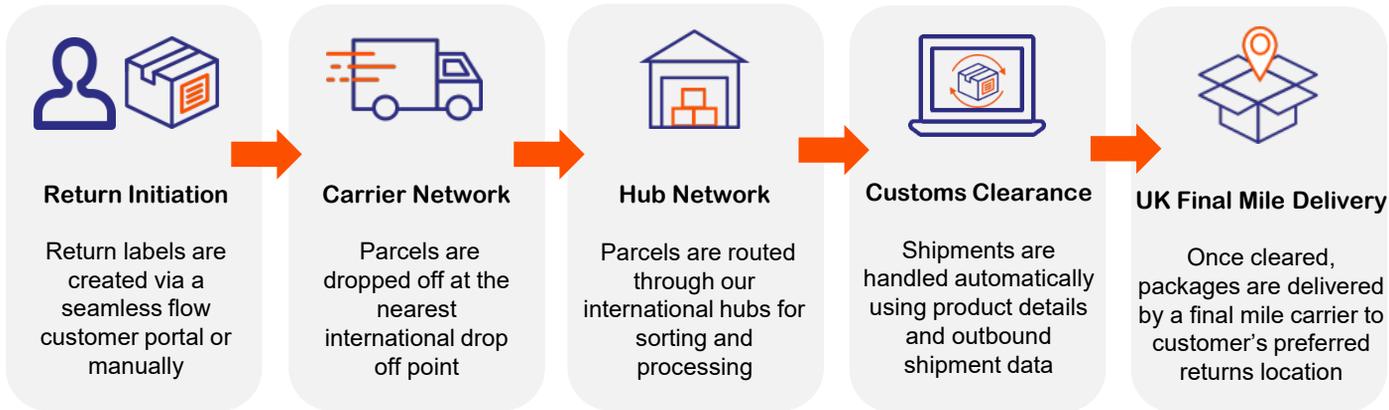
- User-friendly portal, designed with both consumers and retailers in mind
- End to end management of the entire returns journey
- Return Goods Relief - Re-import previously exported goods, without having to pay customs duties or Value-Added Tax (VAT)
- Real time consumer and customer notifications
- Customisable return options, tailoring to customer and consumer requirements
- Dynamic 'Free' or 'Shipper Paid' functionality available

Available Product Specifications

	Carrier Maximum Weights & Dimensions					
	Coverage	Format	Weight	Length	Width	Height
Standard	30 Countries*	Parcel	30kg	60cm	40cm	40cm
Express	200+ Countries*	Parcel	30kg	60cm	40cm	40cm

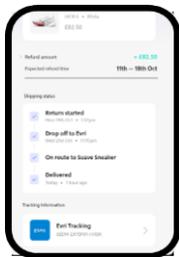
*Full details available on request

How our Consumer Returns works



Simple Tracking

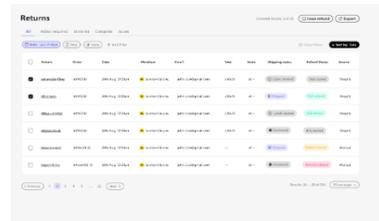
For Consumers:



The consumer can see all tracking events once the item has been dropped off, through to delivery.

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).

Frequently Asked Questions

How do you integrate with our system?	Can I claim back duties on outbound shipments?	How do I get started or learn more?
With no developer work required, shipment data can either be pulled from your existing commerce platform automatically or inputted manually	We automatically apply Returned Goods Relief, so you don't pay the taxes or duties twice	To see this in action, simply speak to your Parcelhub representative to arrange a demonstration

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 minimise failed deliveries through our Proactive Tracking solution.

For more information:

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