
DHL Express introduces a new Label-Free Service for shipment returns

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Online consumers have experienced the hassles with traditional returns – they either need to search for a printer to print the label, or use pre-printed merchant provided labels and returns form from the original shipment to manually mark items they are returning.

Now, DHL Express' Label-Free Service eliminates all of that with a digitally optimized process, providing ultimate convenience for our customers while saving the environment. A QR code is sent, and customers can simply show it at a QR code enabled DHL ServicePoint for package drop-off or to a DHL courier for pickup.

“Our Label-Free Service for package returns aligns with our continuous commitment to provide exceptional Customer experience while also driving positive environmental change. By simplifying the Returns process, customers can now enjoy a hassle-free return of their packages. We expect the service supports consumers in the eRetail and Fashion industry, Technology industry and possibly more sectors”, says Michiel Greeven, EVP Global Commercial, DHL Express. “With our Label-Free service, we are now making the returns process easier and more convenient for everyone involved, merchants and e-consumers, and at the same time reducing paper waste.”

The service is currently live in over 50 countries across Europe, Asia Pacific, the Americas, Sub Saharan Africa, Middle East and North Africa. Key significant markets already live include Germany, France, Italy, Mexico, Hong Kong, Indonesia, South Korea, Malaysia, Thailand, Taiwan, China, UAE, Bahrain, Saudi Arabia, Kuwait, Qatar, Denmark, Norway, Turkey, and many more.

(DHL)