



operational guide

EASY RETURN



**bpost
international**

welcome to bpost international

Congratulations! You have chosen bpost international to manage your returns with all the **advantages that our Easy Return solution has to offer**. This guide provides step-by-step instructions to correctly prepare your **international returns**.

bpost international takes care of the rest, making sure you are provided with an **efficient and reliable service**.





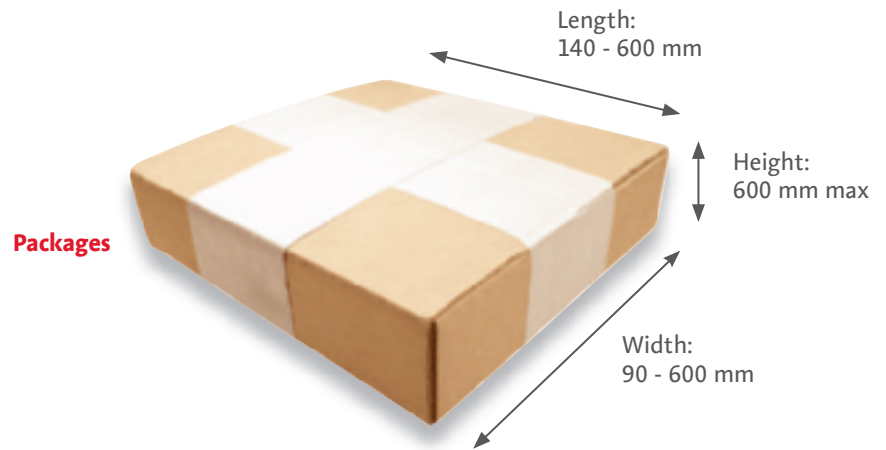
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types of returns

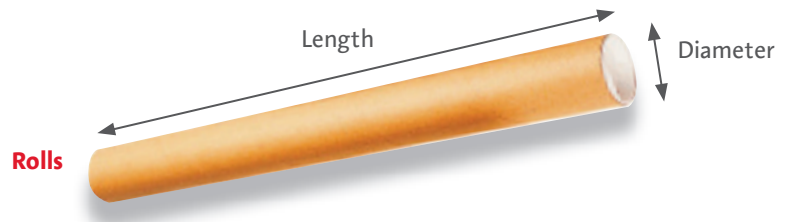
All types of returns, with or without a commercial value, are only accepted if:

- The maximum weight per return item does not exceed 2 kg.
- The minimum dimensions of the return item are:
width \geq 90 mm and length \geq 140 mm.
- The maximum dimensions of the return item are:
length + width + thickness \leq 900 mm and length \leq 600 mm.



Rolls are also accepted, but only if:

- Length + 2 x diameter $>$ 170 mm and length $>$ 100 mm
- Length + 2 x diameter \leq 1,040 mm and length \leq 900 mm



return labels

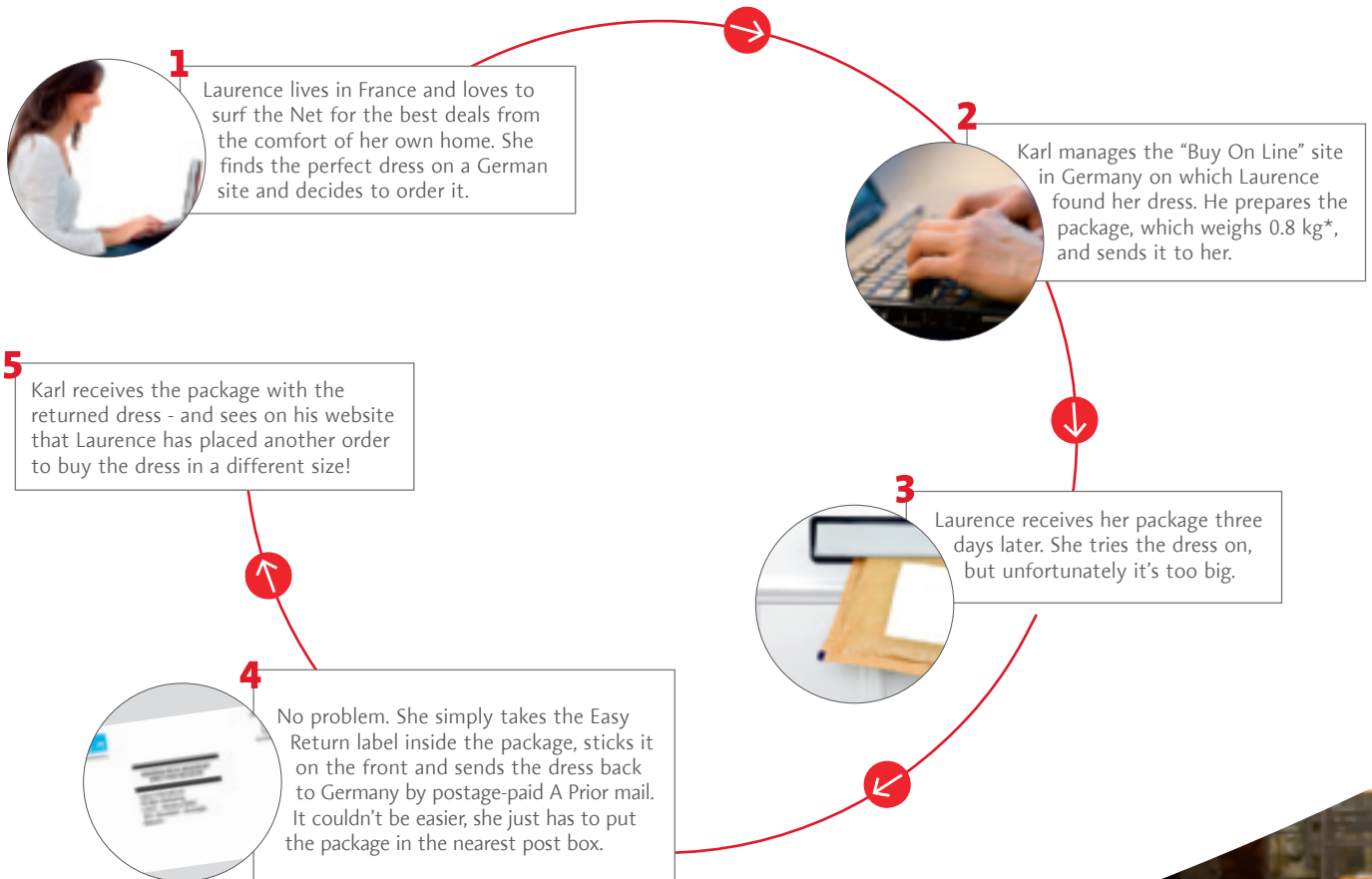
Your customers can obtain your **return label** in one of the following ways:

- They can **download the label from your website**
- They can contact you to request the label and get it sent to them **by post**
- They can use the label **provided with the item inside the package**
- etc.

It's easy and convenient for them to simply post the return item in a post box or at the post office, as they would do for a letter.

For example:

The company, "Buy On Line", wants to use our "Easy Return" service for the return of unsuitable items ordered by its customers from the company's website.



*We also provide services for sending parcels.



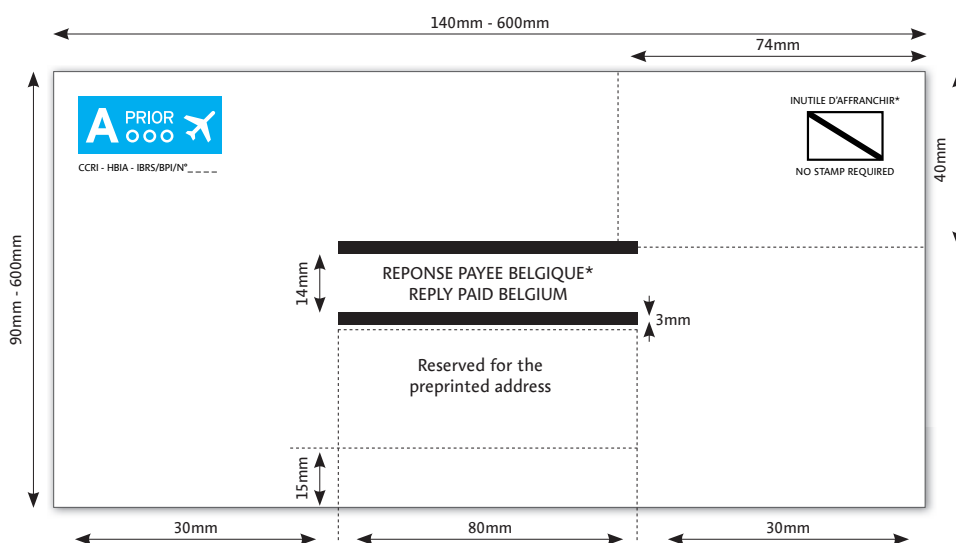
how to prepare your labels

The back of the reply card or preprinted envelope must follow the layout below:



1. Pictogram: A Prior printed in blue or black.
2. The contract number we assigned to you for this service. This number always consists of four digits.
3. The words: "Inutile d'affranchir / No stamp required".*
4. The words: "Réponse payée Belgique / Reply Paid Belgium".*
5. The return address of our sorting centre and your company name.
6. Your four-digit P.O. Box number (the same as your contract number), together with the ISO code for the country of origin of the return item.

You must also comply with the following technical specifications:



In addition, you **must** send us a **PDF file of your return label for approval** before use. You can also create your label directly through our online application e-Shipper!

* French text required, English is optional.

practical information

managing returns

We group all your returns:

- If requested, we can send you confirmation of receipt of a returned item at our sorting centre
- Depending on the service you request, **we will send them to the address of your choice**, on a daily, weekly, bi-monthly or monthly, etc. basis, with online tracking, without online tracking, on pallets, etc.



Be carefull not to confuse “returns” with “undelivered items”.

“Returns” refer to packages that **your addressees have actually received** but that they want to send back because the content is not convenient.

“Undelivered items” refer to packages that did not arrive at their destination because the address is incorrect, the person has moved, etc. and is returned to sender as undeliverable.

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Published by: Peter Somers, Centre Monnaie, 1000 Brussels. RPR Brussels. Belgium.
Operational guide /Easy Return/ EN / 2011

