



Make the return trip easy for your customers.

Whatever you're selling, outbound shipping is only half the challenge. In order to maintain a positive customer relationship, you need **to include an easy, reliable return experience in every shipment**⁽¹⁾.

With **FedEx® Global Returns**, you are in charge. You know exactly what's being returned, plus when and where it's arriving. You can better manage your inventory and staff, minimise rework, and reduce customer service calls. And from a customer standpoint, it can help you increase loyalty.

With access to FedEx® services around the world, FedEx Global Returns provides the control, flexibility, and customs document assistance you need to manage returns.

And you can get started today. Our automation tools give you immediate access to FedEx Global Returns.



Stay ahead of your returns

FedEx Global Returns lets you know what's coming, and it can help you reduce downtime for customers, shrink spare parts inventory, control costs, improve recovery rates, plan staffing to comply with service-level agreements, and increase customer loyalty.

To find out more, go to fedex.com/globalreturns and **select your country**.



More control for you

With FedEx Global Returns, you create the return label and applicable customs documents. That gives you the control to designate return locations – the original shipping location, a customer service centre, or a storage facility – anywhere in the world. ⁽²⁾

You also control the cost and speed of your return logistics. Choose faster transit times for urgent shipments and slower transit times when speed is not a priority. ⁽³⁾

Best of all, you have full visibility of your shipments, allowing you to know when a return label has not been used or the location of a return shipment in transit.

More flexibility for your customers

You can create return labels and customs documents at the same time as the outbound shipment or create them just for the return leg.

You have three ways to provide the return label and customs documents to your customer:

- Enclose hard copies in the outbound shipment.
- Email a PDF file.
- Email a link to the editable return label and customs documents. You can allow customers to edit the label and customs documents, helping them facilitate customs clearance and minimise delays when their return contents don't match the original shipment.

Optimised for easier customs clearance

To save time and effort, let us help you prepare customs documents. FedEx Global Returns will walk you through the key information items that brokers and customs officials need, to help return shipments with minimal delay and avoid surprise costs.

Linked for better visibility

For a complete view of your logistics, you can link the original outbound shipment with the return using FedEx Global Returns. FedEx® Tracking will show them together, allowing you to track the status of the return shipment – whether it's in transit or has yet to be shipped – and you can access that data for up to two years. Your FedEx invoice will detail the costs for the round trip, showing the outbound and return costs together.

FedEx. Solutions powered by people.

⁽¹⁾ All shipments are subject to the EMEA Conditions of Carriage as published by FedEx on fedex.com.

⁽²⁾ To check service availability, please call our Customer Service or go to fedex.com/pl.

⁽³⁾ Choose from these FedEx shipping services: FedEx International First®, FedEx International Priority®, FedEx International Economy®, FedEx Europe First®, FedEx International Priority® Freight, FedEx International Economy® Freight, and several intra-country services (depending on service availability in each country).

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