



# E-Commerce returns made easy.

If you're in the business of selling things, you're automatically in the business of getting returns. So whether you're selling cameras, cosmetics, clothing, or anything else, you need a return process that's efficient and customer-friendly. Give your customers a **return experience that will make them want to come back.**

With the control, flexibility, and customs document assistance of **FedEx® Global Returns**, you'll have an edge over your competition by using a solution that builds customer loyalty and gains referrals. Your customers will appreciate the ease of their returns, and you'll have control over return destination and speed.

And you can get started today with no additional contract. FedEx automation gives you immediate access to FedEx Global Returns.

## More control for you

With FedEx Global Returns, you can create outbound and return labels and any applicable customs documents at the same time. Creating return labels in advance makes returns easier and faster for customers — and it puts you in control.

When you create the return label, you decide if items return to the original location or ship to a third location. You can designate a returns facility, a customer service center, or the original manufacturer — whether you're shipping to the country of origin or somewhere else.

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.\*

And, creating the return label allows you to track the return shipment's status every step of the way. You'll know when it's coming, and can plan inventory or staffing accordingly.



## Stay ahead of your returns

FedEx Global Returns lets you know what's coming. It can help you reduce downtime for customers, manage extra inventory, control costs, improve recovery rates, plan staffing, and increase customer loyalty.

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

## More flexibility for your customers

With FedEx Global Returns, 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 any 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 avoid delays when their return contents don't match the original shipment.

## Optimized for easier customs clearance

To save time and effort, FedEx can help you prepare customs documents. FedEx Global Returns will walk you through the key information items that brokers and customs officials need, so shipments can be returned with minimal delay and no 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.

Tracking the status of your returns can help you better manage your inventory and staff, minimize rework, and reduce customer service calls. And from a customer standpoint, it can help you increase customer loyalty — meaning fewer abandoned carts, larger orders, and more repeat business.



### More info

- Contact your FedEx account executive
- Go to [fedex.com/globalreturns](https://fedex.com/globalreturns) and select your country