



# Global control of your warranty and repair returns.

If your business involves warranty and repair or replacements, your return logistics should be a precision operation that lets you see what's coming. **Plan ahead before your customers ship back.**

With the control, flexibility, and customs document assistance from **FedEx® Global Returns**, you can transform warranty and repair logistics, from parts replacements to mobile devices and electronics repairs.

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

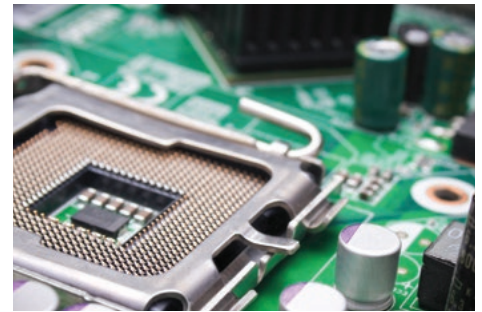
## More control for you

With FedEx Global Returns, you can create outbound and return labels and any applicable customs documents at the same time. Creating paperwork for returns in advance is convenient for your 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 any return location — whether it's in 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 you can even select FedEx International Express Freight® for return shipments of more than 150 lbs.\*\*

Plus, when you create the return label with us, you can use FedEx® Tracking to follow your shipment's status every step of the way. You'll know when it's coming, or if it hasn't been shipped yet, so you can plan inventory and staffing accordingly.



## Stay ahead of your returns

FedEx Global Returns lets you know what's coming. It can help you reduce downtime for customers, control costs, improve recovery rates, 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).

\*\*Where FedEx International Express Freight services are available.

## 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 help customers return a warranty and repair shipment to its origin or a third location:

- Send a replacement part with the return label.
- Email a PDF return label to the customer to retrieve parts for service, and then send the replacement.
- 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 and facilitate temporary export and import processes.\*\*\* 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.

\*\*\*Limited, based on service availability in each country.



### More info

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