Returns made easy with International Returns

Provide excellent After Sales

Free for your international customers

A solution for any type of return

International Returns provides a solution for each return process. It is easy and efficient.

Make it easy for your international customers and choose International Returns. Your Dutch business reply number in combination with International Returns offers your customers the possibility to return reply cards, envelopes or small parcels free of charge to you. You will thus remove a significant barrier.

International Returns Light

Reactions to your offers or direct marketing promotions are pouring in because replying costs your international customers very little effort. After all, your customers do not have to pay anything to return your letter or reply card, which will ensure positive feedback.
Small parcels that fit through a letterbox (max. 2 cm thick) are also returned easily to you through International Returns Light. A cost-effective solution for your international returns.

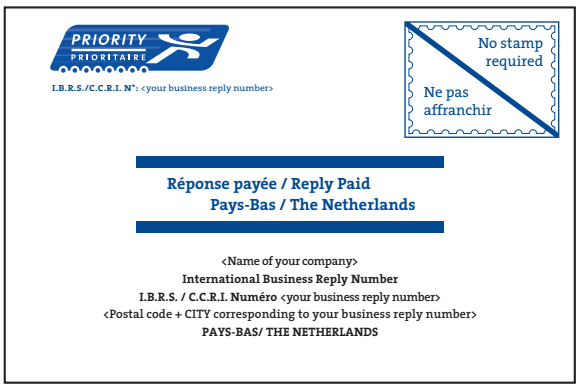
International Returns Bulky

If you regularly send products abroad, you will undoubtedly also have your hands full managing the after sales. International Returns Bulky provides the solution: your parcels are returned to you in a convenient way, because however good your product is, your customers may not always be happy with their purchases. The colour or size may not be to a customer's liking, for example. International Returns Bulky makes it very easy for your customers to return their purchases.

Also consider your sustainability policy and make it easy for your customers to recycle products, such as empty cartridges. Recycling is easy and efficient for you too. We can organise your recycling process for you.

Before sending your mail...

Remember to use the correct address and layout for your international returns. See below for an example. For more information about the conditions to which international returns must comply, please visit postnl.nl/internationaleretouren.



Conditions Light:

- up to 50 grams worldwide
- up to 500 grams in more than 25 European countries
- letterbox size: max. 2 cm thick

Conditions Bulky:

- up to 2 kilograms in more than 25 European countries
- letterbox size between 500 grams and 2 kilograms
- non-letterbox items: thicker than2 cm

Different dimensions

In collaboration with our partners, we also offer a solution for non-standard sizes and weights. Contact your account manager for more information.

More information? Please give us a call on **+31 (0)88 868 68 68** or visit our website **postnl.post**