

# Serve your customers with smooth returns

If you love return customers, make their returns as painless as possible. Direct Link can help you offer free and smooth returns from key markets.

At Direct Link we know the value of a good returns management policy – this is a big reason why we offer returns services in e-commerce hot spots over the world. Our services can be adapted to meet your returns requirements for speed, frequency and destination.

It's easy to print your own return labels online, or by using our Direct Link label printing software. Use our Self-service portal to smoothly get and forward the return label to your customer by email. Or place a unique link to enable your customers to print their own return labels directly from your own public web site. Through our Self-service portal you can also receive regular status updates on returned goods or through the event feed that we send to you.

Choose yourself if you enclose a return label with your delivery or if you send it to your customer.

### **Merchandise Mail Returns – a smooth service for your European customers**

Merchandise Mail Returns is an easy, fast, and direct solution for your European customers to return their goods. We can tailor this to fit your customers' needs as well as yours.

#### **Benefits:**

- You are able to offer your customers free returns
- It's easy to print and send return labels online
- All return items are scanned
- Daily status updates on returned goods

#### **Optional features:**

- Customized returns – speed, frequency, and destination
- Streamlining of your return logistics process

Availability: Austria, Belgium, Croatia, Czech Republic, Denmark (excluding the Faeroe Islands and Greenland), Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

#### **Want to know more?**

Please visit [www.directlink.com](http://www.directlink.com) or contact us by email [info@directlink.com](mailto:info@directlink.com)