



Smooth returns and smooth customer experience

If you love returning customers, make their return handling as hassle-free as possible. Direct Link offers smooth return services in key markets

At Direct Link we know the value of a good return management policy, therefore we offer return services in prime e-commerce markets in Europe. Our services can be customized to meet your requirements in term of speed, frequency and destination.

It's easy to print your return labels; online or by using our Direct Link label printing software. Use our Self-service portal to smoothly produce and send return labels to your customers by email. The portal also provides regular updates on returned goods. Or why not imbed a link enabling your customers to print their return labels via your own public web site?

Your call if you enclose a pre-printed return label with your delivery or if you send it upon request.

Merchandise Mail Returns – for your European customers

Merchandise Mail Returns is an easy, fast, and seamless return solution for your European customers. We can customize the service to fit both your and your customers' needs.

Benefits:

- You can 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 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.

