

PRESS RELEASE

GLS extends international returns service

- Uncomplicated international returns shipment with GLS ParcelShops
- Available across borders in thirteen countries
- Convenient returns management for private recipients

Amsterdam 26. October 2020. The parcel service provider GLS expands the international returns shipment over the GLS ParcelShops by further four countries. With the *ShopReturnService*, GLS customers and their private recipients have a flexible returns solution for national and cross-border returns within Europe.

The *ShopReturnService* was previously available across borders for the countries Belgium, Denmark, Germany, Ireland, Luxembourg, Austria, the Netherlands, Hungary and Poland. From now on, GLS customers can book this service additionally for the countries Great Britain, Slovakia, Spain and the Czech Republic. By the end of the current calendar year, France, Finland and Slovenia will also be connected, so that full European coverage will be nearly achieved. The online portal, which was launched in July this year specifically for this service, can be individually configured and branded by GLS customers, as well as easily and comfortably linked to their own website by using an interface.

"Our returns solutions are ideal for the international e-commerce business. Customers who have tailored their online offering to different destinations can use the GLS returns portal and our ParcelShop network to offer their recipients efficient, cross-border returns shipment," says Saadi Al-Soudani, Group International MD at GLS. "Cross-border returns have not yet become the standard in online retailing, although a convenient and simple reverse logistics process can have a significant impact on online shoppers' purchasing decisions. Our international *ShopReturnService* offers a practical solution for both shop providers and shoppers, right on time for the Christmas business".

Useful also for the private recipient

Private recipients can easily generate their own return labels, then submit free of charge the returns to any GLS ParcelShop of their choice and easily and comfortably return items ordered abroad. GLS returns management is therefore fast and consumer-friendly.

The GLS Group

The GLS Group provides reliable, high-quality parcel services to over 240,000 customers, complemented by freight and express services. “Quality leader in parcel logistics” is GLS’ guiding principle. Through wholly owned and partner companies, the GLS Group covers 40 countries and is globally connected via contractual agreements. With its ground based network, GLS is one of the leading parcel service providers in Europe. The Group also operates through wholly owned subsidiaries in Canada and on the West Coast of the USA. The GLS network consists of c. 70 central and regional transshipment points and c. 1,400 depots which are supported by c. 28,000 final mile delivery vehicles and c.4,000 long distance trucks. GLS employs c. 19,000 people. In the 2019/20 fiscal year GLS generated revenues of 3.6 billion euros and delivered 667 million parcels.

Further information about GLS Group can be found at: [gls-group.com](https://www.gls-group.com)

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