

DHL PARCEL RETURN CONNECT



RETURN INSTRUCTION

1. PACKAGING

Please pack your return shipment in a stable package. The outer packaging must be sturdy. The heavier or bulkier the shipment, the tighter and more stable the goods must be packed. The packaging must not have any visible damage and, if necessary, must be reinforced with adhesive tape.

2. LABEL

Please attach the return label to the package so that it is clearly legible. Please make sure that the label is not stuck over several sides of the package. If you stick the label on the old package, please attach the new label so that the old label is completely covered.

3. HOW TO RETURN

- a) If your parcel is lighter than 20kgs, you can drop it off in your nearest post office where it will be scanned.
- b) If your parcel is heavier than 20kgs, you can drop it off in your local Delivery Services Unit where it will be scanned
- c) You can find a local ServicePoint via this link: <https://parcelshopfinder.dhlparcel.com>

Or the following QR code:



4. RECEIPT

Once you have dropped your parcel into one of the ServicePoints you will automatically receive a receipt by email sent to the email address provided for the original delivery. The email will contain the parcel information for tracking and is a proof of handover.