International Post Corporation

Return without extra transport

22-01-2019

PostNL started the new year well with returning parcels in a convenient and sustainable way. From now on consumers can give their return package to the PostNL parcel delivery staff at the door. The deliverer who hands out a parcel can also take back a return parcel, if necessary. This saves extra transport, because a trip to a shop or supermarket to hand in the parcel there is not necessary anymore. The idea behind this is that a parcel which is returned through a deliverer who is already at the door is not only convenient, but also that is by far the most sustainable way of returning.

Convenient and sustainable
PostNL is very much aware of the impact it has or may have on the world. Making transport movements sustainable is therefore an important aspect of the sustainability strategy. Products and processes are continually improved and renewed in order to meet the specific needs of customers in an optimal way. Consumers order online because of its convenience and appreciate it when webshops offer good and easy return solutions. It may be the case that an online order is disappointing or simply does not fit. Returning a parcel with a deliverer who is already at the door is convenient and by far the most sustainable way of returning.

For everyone
From now on all PostNL customers can return their parcels in a sustainable way. Consumers can give their well-packed return parcels, which includes a return label with bar code, to the PostNL parcel delivery staff at the door. Returning is free when the return label includes a freepost number. If the webshop did not send a return label, consumers can create it themselves or through the PostNL app and print it. The return parcel must be within the maximum allowed dimensions and weight, see postnl.nl/retouraandedeur.

Source: PostNL