

Royal Mail launches 'Labels to Go' for returns at the Post Office

28-11-2018

The label printing service means online shoppers can now use their mobile devices to print free returns labels at the Post Office®, in addition to 1,200 Royal Mail Customer Service Points, bringing the total number of returns locations up to 12,700.

The service is simple to use as shoppers process their return on the Royal Mail returns portal or on the retailer's own website. The shopper receives a confirmation email containing a unique QR code. They take their parcel and mobile phone containing the QR code to a Post Office® branch or Royal Mail Customer Service Point, where it is scanned and a label is printed within seconds. This service is also available when returning items purchased through Amazon and customers should choose the Royal Mail drop off option.

The Labels to Go service saves shoppers time and money as they don't require a printer at home, increasing customer convenience. Shoppers receive the full benefits of tracking their return with. Royal Mail Tracked Returns which allows shoppers to self-serve and track the item themselves so that they know when they will be receiving a refund or

replacement.

A spokesperson for Royal Mail said "A clear, easy-to-use returns option should be part of a retailer's range of delivery options. It helps build customer confidence, relationships and sales. Royal Mail's Delivery Matters 2018 research revealed Royal Mail is the number one preferred and trusted returns provider for online shoppers and we are increasingly trying to offer the most convenient service to our customers."

A spokesperson for Post Office said "With a trusted network of more than 11,500 Post Office branches, thousands of which are open from early in the morning until later in the evening and around 4,000 open on Sunday, we are uniquely placed to offer real convenience to online shoppers. As we head into the busy Christmas shopping period, we are delighted to be able to make it even easier for customers to return items; they won't need to worry about trying to print off labels ahead of time, they can simply do it there and then in any of our branches."

Source: [Royal Mail Group](#)