

# Returning goods made easy



The shoes are the wrong size or the jeans you ordered don't fit. There is one simple solution: Send them back, of course.

Many companies make it easy to return parcels – they book GLS's special service.

This means your parcel includes a return label for returning the goods if necessary. You simply attach the label, hand over the parcel at any GLS ParcelShop, and GLS takes care of the rest.

## Can I return my parcel without a return label?

If a parcel does not include a return label, you can still return it via a GLS ParcelShop, but the ParcelShop prices will apply. Very often a vendor is obliged to take goods back within a certain period, and also to reimburse the cost of returning them. So make sure you keep hold of the receipt for the cost of returning the goods, and contact the vendor.