

# Simplify returns with Landmark Global

**Landmark Global's Returns Management solution simplifies cross-border returns with local drop-off points, full tracking, and in-country consolidation.**

Our branded returns portal enhances customer experience while reducing costs and processing time, helping e-commerce businesses turn returns into a driver of loyalty and efficiency across Europe, North America and beyond.



## Features



**Global first mile network**  
over 150K drop-offs and first-class SLAs



**Local consolidation**  
reduce shipping costs and carbon footprint



**In-house customs clearance**  
handle all data safely, tax & duty-free with T&Cs



**Flexible last mile**  
choice of picking up from us or direct injections



**Landmark Global returns portal**  
customer-initiated label generation



**Full end-to end tracking and reporting**  
complete visibility for the retailer and accessible via desktop or mobile device

## Additional Returns Portal benefits

- ✓ Streamlined, cost-efficient returns operations to complete the parcel journey
- ✓ Full visibility on the ETAs, carrier performance, & others
- ✓ Reduced CS touchpoint with queries for returns label generation and "where is my refund" enquiries
- ✓ Insight-rich data revealing the reasons behind returns

### Key facts

**84%**

of buyers check the returns policy before purchasing

**73%**

of returned goods can be resold at full price

**78%**

of consumers value free returns as a critical factor

**+30%**

of shoppers followed their parcel via notifications or tracking

**Landmark Global** is the cross-border e-logistics specialist, helping online retailers ship parcels worldwide with speed, reliability and local market expertise. We provide end-to-end e-commerce solutions, including delivery, returns, customs and fulfillment, serving over 220 destinations on 4 continents.

Learn more at [landmarkglobal.com](http://landmarkglobal.com)