

Returns

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



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



Local consolidation
reduce shipping costs and carbon footprint



Landmark Global returns portal
customer-initiated label generation



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



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

 **landmark global**
a bnode company