Simplify returns with Landmark Global

RETURNS PORTAL > **FIRST MILE SERVICES** > **CONSOLIDATION** > **VAS, GRADING & QUALITY** > **LAST MILE**

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.

Key Features and Benefits

Global first mile network
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

Returns in E-commerce: 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 returned goods in **e-commerce fashion**

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

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