

# Operational Guideline **Max Reply**

Please respect the following rules in order to ensure quick handling and smooth distribution.

## Packaging and labeling

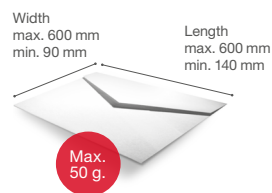
### Type of returns

#### Returns ≤ 50 g

All types of printed returns, as long as:

- the maximum weight per return item can not exceed 50 g
- the minimum dimensions of the return item are: width ≥ 90 mm and length ≥ 140 mm
- the maximum dimensions of the return item are: width + length + thickness ≤ 900 mm and length ≤ 600 mm

Countries covered: worldwide.

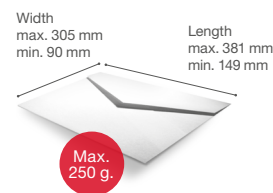


#### Returns ≤ 250 g

For some countries (in Europe mainly), the authorised weight for printed returns is up to 250 g, but the authorised dimensions vary:

- length: 140-381 mm
- width: 90-305 mm
- thickness: ≤ 20 mm

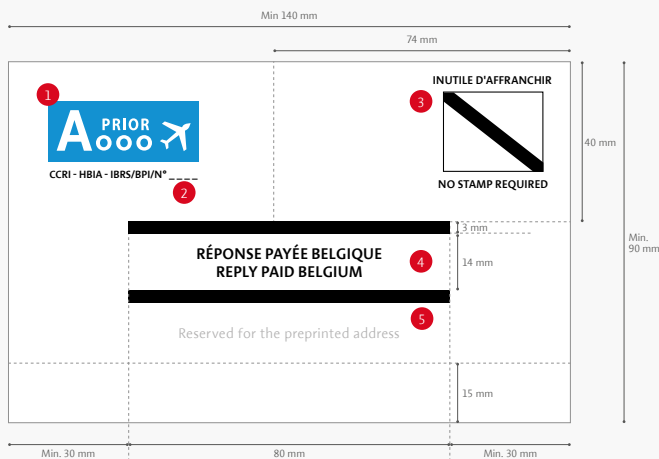
Countries covered: Austria, Belgium, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, Greece, Hungary, Croatia, Ireland, Iceland, Italy, Lithuania, Latvia, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Switzerland.



### Return labels

#### How to prepare your labels

You simply include your reply card or your preprinted envelope with your item, direct mail or other marketing materials. It is then easy and convenient for your customers to post the return item from their country of origin in a post box or post office, as they would do for a letter. The front of the reply card or preprinted envelope must follow the layout below:



- 1 Pictogram: A Prior printed in blue or black.
- 2 The contract number we assigned to you for this service. This number always consists of 4 or 5 digits.
- 3 The words: "Inutile d'affranchir / No stamp required".
- 4 The words: "Réponse payée Belgique / Reply Paid Belgium".
- 5 The return address of our sorting center - Brucargo 829C, 1830 Machelen together with your company name and P.O. Box number (or directly to your address for customers in Belgium).

In addition, you must send us a PDF file of your return label for approval before use. You can also create your label directly through our online application e-Shipper!

## Practical information

### Managing returns

For Belgian customers, returns arrive directly at your address.

For non-Belgian customers we group all your returns according to the service you request, we send them to the address of your choice, on a daily, weekly, bi-monthly or monthly, etc.