

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.

Key Features and Benefits

-  **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

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%+**
is the current rate of the returns 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

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.

landmarkglobal.com