DHL PARCEL CONNECT RETURN TO EUROPE

INFORMATION ON HOW TO GET EFFICIENT SUPPORT

Cross-Border Solutions

DHL eCommerce – Excellence Simply Delivered

DHL PARCEL CONNECT RETURN enables you to receive shipments returned from Germany directly at your warehouses (e.g. in Poland).

1. Service Overview:

As an OTTO customer, you serve consumers in Germany. If your returns or repair warehouse is located outside Germany (e.g. in AT, CZ, FR, IT, PL, NL or SE), you can generate DHL PARCEL CONNECT RETURN labels for consumers directly through your OTTO account. Returned parcels can then be delivered to your warehouse in any of the 26 participating countries.

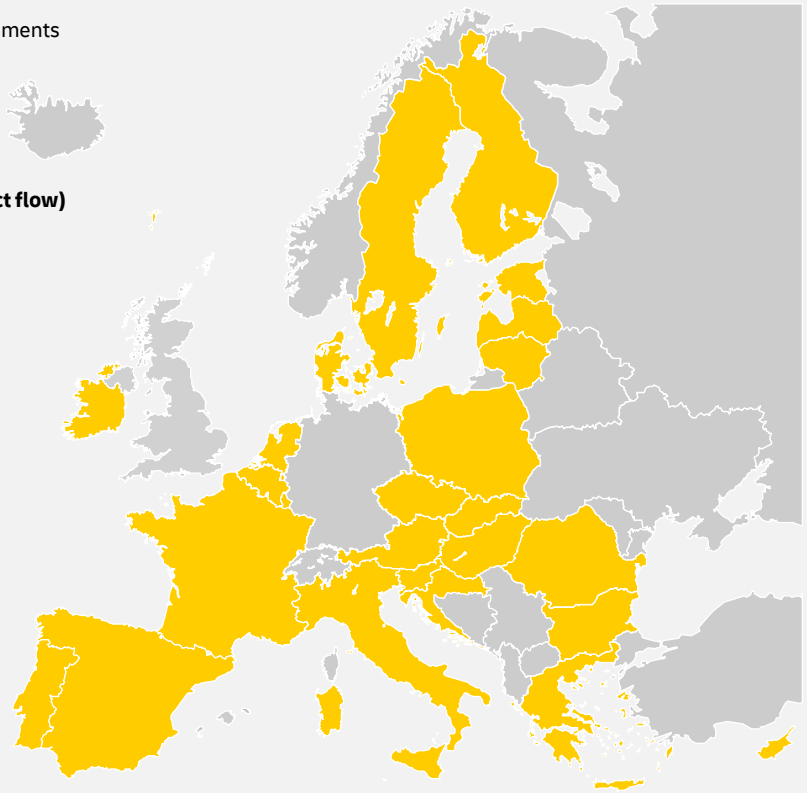
2. Partner Benefits:

- Consumers can access DHL Service Points and Lockers throughout Germany.
- One standardized label supports direct and consolidated returns.
- QR-code returns for convenient drop-off.
- End-to-end tracking give consumers and your business full visibility.

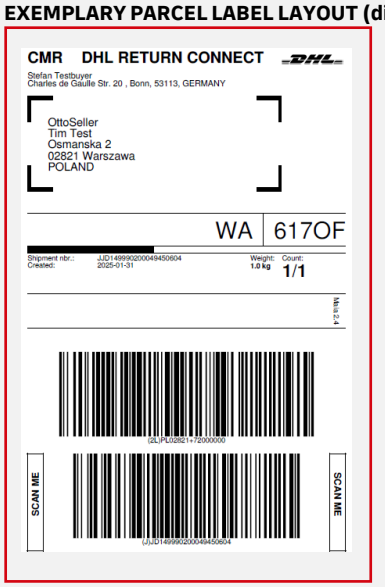
3. Geographical Coverage:

Return receiving countries

= Countries eligible to receive return shipments



EXEMPLARY PARCEL LABEL LAYOUT (direct flow)



4. Partner Onboarding:

Please reach out to otto-onboarding@dhl.com for any product related inquiries or assistance you may need. We are here to support you at any time.