

# DHL PARCEL RETURN CONNECT TO EUROPE

INFORMATION ON HOW TO GET EFFICIENT SUPPORT

Cross-Border-Solutions

**DHL eCommerce – Excellence Simply Delivered**

## DHL PARCEL RETURN CONNECT can be used to receive Returns back to your warehouses (e.g. in PL) that are sent from Germany

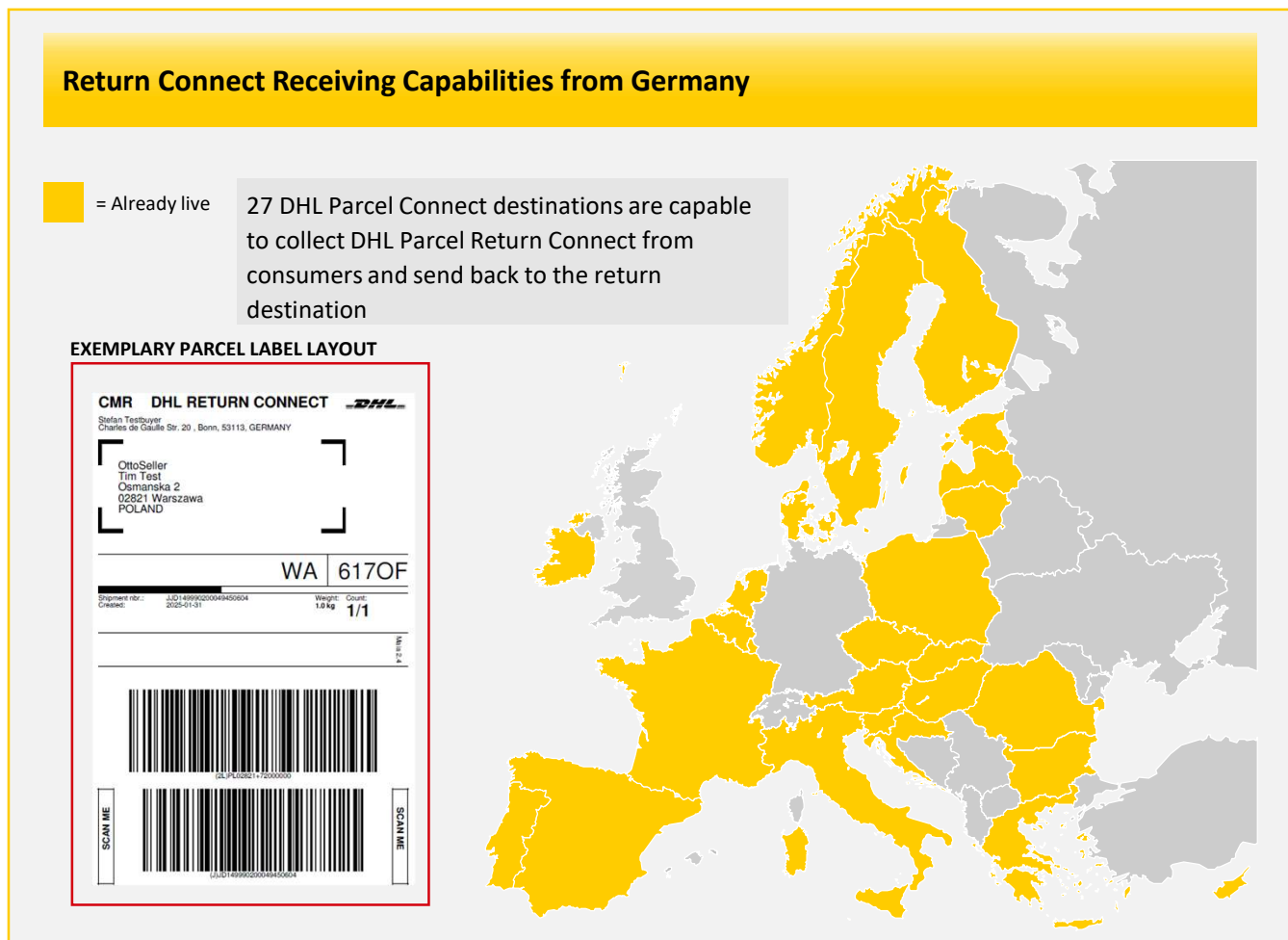
### 1. Service Overview:

As an Otto-Customer you sell your services to consumers in Germany. Still, if you have a return or repair warehouse outside Germany (e.g. PL, CZ, FR, CH, AT, DK, SE, NL, etc.) you can provide DHL PARCEL RETURN CONNECT Labels inside your OTTO account to your consumers to get the parcels straight back to your warehouse.

### 2. Partner Benefits:

- Consumers use the German DHL Service Point and Locker network
- One harmonized label with full flexibility for direct or consolidated returns
- Detailed end-to-end track & trace visibility for consumers and you

### 3. Geographical Coverage:



### 4. Partner Onboarding:

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