



FREQUENTLY ASKED QUESTIONS

IF AN ADDRESSED PICKUP IS REQUESTED FOR RETURN FROM A SPECIFIC ADDRESS, IS THERE AN ADDITIONAL CHARGE?

No. There is no extra charge for addressed pickup and return.

CAN I INQUIRE ABOUT THE ESTIMATED TIME AND COST OF DELIVERY WITHOUT PLACING AN ORDER FOR THE RETURN SERVICE?

Yes, the cost and delivery time of the return service are displayed before saving the order in the new mobile app.

WHERE AND UNTIL WHEN CAN I EDIT/CANCEL THE RETURN SERVICE?

You can edit/cancel the return service via the contact centre until the shipment has been processed and sent to the Sender.

CAN I PAY FOR THE RETURN SERVICE RIGHT AFTER ORDERING IT?

Yes, you can pay for the forwarding service in the new mobile app, but only together with delivery services.

WILL I GET A REFUND FOR THE RETURN IF I EDIT/CANCEL IT?

Yes, when editing/cancelling the return service online, the payment is refunded within 3 business days.

HOW CAN I TRACK MY PARCEL AFTER ORDERING ITS RETURN?

You can view and manage the return service by the parcel number to which the return service was ordered in the new mobile app.

WHY IS THE SENDER'S UNIT DISPLAYED AS A TERMINAL/DEPOT ON THE LABELLING/PRINTED EW/IN THE CURRENT MOBILE APP UNDER THE RETURN EW?

Your return order has been processed and returned in this unit.