



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 confirming the service order in the business account and through the API.

CAN I VIEW/EDIT/CANCEL THE ORDERED RETURN SERVICE?

Yes, you can view/edit/cancel the return service ordered online (tracking on the website/business account/API) in the business account and via the API.

IF I ORDER THE RETURN SERVICE VIA THE CONTACT CENTRE/BRANCH OPERATOR/MANAGER, CAN I VIEW/EDIT/CANCEL IT IN THE NEW MOBILE APP?

No. If you request the return service through the contact centre, branch operator, or manager, you can only edit or cancel the service via the contact centre. This option is not available through online channels.

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

You can edit or cancel the return service through the business account, via the API, or by contacting 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 return service in your business account right after ordering it until the order has been processed and the EW has been created. Otherwise, you will only be charged the total amount for the 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.

WILL A NEW RETURN EW BE CREATED AND DISPLAYED?

Yes. As before, the return EW will be displayed in the business account and via the API.

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.