

# PRESS RELEASE

## GLS launches international returns service

- Available across borders in seven countries
- *ShopReturnService* simplifies e-commerce returns
- Parcels can be dropped off at a GLS ParcelShop

**Amsterdam, 20 June 2017. Parcel service provider GLS now offers its *ShopReturnService* across borders in seven countries. As a result, items ordered from an online shop based abroad can be sent back quickly and easily.**

The *ShopReturnService* from GLS connects Austria, Belgium, Denmark, Germany, Ireland, Luxembourg and Poland. Online shoppers simply drop off their international returns at a GLS ParcelShop – free of charge. GLS will then bring them back to the retailer.

“As cross-border e-commerce is growing, so is the demand for consumer-oriented returns solutions,” explains Rico Back, CEO of the GLS Group. “Our international *ShopReturnService* helps senders boost the satisfaction and loyalty of their international customers and further develop their business.”

### **Practical for online shops too**

If retailers wish to offer the service to their customers, they can simply enclose a returns label with the goods ordered. Alternatively, they can send consumers a PDF file or download link by email.

The *ShopReturnService* is also available for domestic parcels in all internationally interconnected countries. GLS is preparing to extend the service to other European markets.

### ***The GLS Group***

GLS, General Logistics Systems B.V. (headquartered in Amsterdam), realises reliable, high-quality parcel services for over 240,000 customers, complemented by logistics and express services. “Quality leader in European parcel logistics” is GLS’ guiding principle, sustainability being one of the core values. Through wholly owned and partner companies, the Group provides a network coverage of 41 European and seven U.S. states and is globally connected via contractual agreements. 62 central transshipment points and more than 1,000 depots are at GLS’ disposal. With its ground based network GLS is one of the leading parcel service providers in Europe. About 17,000 employees handle 508 million parcels per year. Every day around 26,000 vehicles are on route for GLS. In the financial year 2016/17 GLS achieved revenues of 2.5 billion euros.

More information: [gls-group.eu](http://gls-group.eu)