



Make the return trip easy for your customers.

Whatever you're selling, outbound shipping is only half the challenge. In order to maintain a positive customer relationship, you need to include **an easy, reliable return experience for every outbound shipment.**

With **FedEx® Global Returns**, you're in charge. You know exactly what's being returned, plus when and where it's arriving. This allows you to better manage your inventory and staff, minimize rework, and reduce customer service calls. And from a customer standpoint, it can help you increase loyalty.

With access to FedEx® services around the world, FedEx Global Returns provides the control, flexibility, and customs document assistance you need to manage returns.

And you can get started today with no additional contract. FedEx automation gives you immediate access to FedEx Global Returns.

More control for you

With FedEx Global Returns, you create the return label and any applicable customs documents. That allows you to designate return locations — the original shipping location, a customer service center, or a storage facility — anywhere in the world.

You also control the cost and speed of your return logistics. Choose faster transit times for urgent shipments and slower transit times when speed is not a priority.*

Best of all, you have full visibility of your shipments, allowing you to know when a return label has not been used or the location of a return shipment in transit.



Stay ahead of your returns

FedEx Global Returns lets you know what's coming. It can help you reduce downtime for customers, shrink spare parts inventory, control costs, improve recovery rates, plan staffing, to comply with service-level agreements, and increase customer loyalty.

*Choose from these FedEx shipping services: FedEx International First®, FedEx International Priority®, FedEx International Economy®, FedEx Europe First®, FedEx International Ground® (where available), FedEx International Priority® Freight, FedEx International Economy® Freight, and several intra-country services (depending on service availability in each country).

More flexibility for your customers

With FedEx Global Returns, you can create return labels and customs documents at the same time as the outbound shipment, or create them just for the return leg. You have three ways to provide the return label and any customs documents to your customer:

- Enclose hard copies in the outbound shipment.
- Email a PDF file.
- Email a link to the editable return label and customs documents. You can allow customers to edit the label and customs documents, helping them facilitate customs clearance and avoid delays when their return contents don't match the original shipment.

Optimized for easier customs clearance

To save time and effort, FedEx can help you prepare customs documents. FedEx Global Returns will walk you through the key information items that brokers and customs officials need, so shipments can be returned with minimal delay and no surprise costs.

Linked for better visibility

For a complete view of your logistics, you can link the original outbound shipment with the return using FedEx Global Returns. FedEx® Tracking will show them together, allowing you to track the status of the return shipment — whether it's in transit or has yet to be shipped — and you can access that data for up to two years. Your FedEx invoice will detail the costs for the round trip, showing the outbound and return costs together.



More info

- Contact your FedEx account executive
- Go to fedex.com/globalreturns and select your country