

RETURN PARCEL INTERNATIONAL – Easy handling of international returns



post.at/businessparcel

Successful international online trading also entails a convenient return solution for your customers. Return parcel international provides your customers abroad with a simple way to return your goods. The return label makes it possible to drop a return parcel at any post office of a foreign postal operator and have it sent to you quickly and safely.

Overview

- More service for your customers outside of Austria: simple and cost-free returns
- Quick generation of return labels
- Opportunity to drop off return mail items at any post office of a foreign postal operator
- Insurance up to 510 euros
- Consistent Track & Trace

Additional information

Set-up process for you

Simple programming on your website enables parcel recipients to easily create and print return labels.

Process for your customers

Your customers abroad request a label, print it, and attach the upper part of the label to the parcel to return your goods. The return parcel to Austria may be dropped at any post office of a foreign postal operator – and all that free of charge for the customers.

Your benefits

Easy handling: Return parcel international facilitates returns to Austria for customers abroad; returns are sent back to you quickly and safely.

Safe: Austrian Post insures return mail items up to 510 euros.

Track & Trace: Use the tracking number (ID code) to track and trace your mail item online: post.at/trackandtrace

**Post
Parcel
Solutions**

WHERE RETURN PARCEL INTERNATIONAL IS AVAILABLE

Parcels are accepted by the following countries and postal operators to be mailed to Austria:

Overview			Dimensions and weight	
Country	Country Code	Postal operator	Maximum weight: 30kg Maximum length: 1.5 metres Maximum girth: 3 metres	
Belgium	BE	bpost	No additional services available.	
Bulgaria	BG	Bulgarian Post		
Croatia	HR	HP-Hrvatska posta d.d.		
Czech Republic	CZ	Ceska pošta		
Estonia	EE	Eesti Post		
Finland	FI	Itella		
France	FR	La Poste		
Germany	DE	Deutsche Post DHL		
Greece	GR	Hellenic Posts – ELTA		
Hungary	HU	Magyar Posta		
Irland	IE	An Post		
Italy	IT	Poste Italiane		
Latvia	LV	Latvia Post		
Lithuania	LT	Lithuania Post		
Luxembourg	LU	Post Luxembourg		
Malta	MT	Malta Post		
Netherlands	NL	PostNL		
Poland	PL	Poczta Polska		
Portugal	PT	CTT Expresso – Portugal		
Romania	RO	C.N. Post Romana S.A.		
Slovakia	SK	Slovenská pošta, a. s.		
Slovenia	SI	Pošta Slovenije		
Spain	ES	Correos		
Cyprus	CY	Cyprus Post		

