



Returns Management Services



A Satisfied Customer is a Repeat Customer

Almost 60% of consumers say that how a business handles returns is an important factor in determining if they will shop with that business in the future. A good returns management policy is a vital service between you and your customers. It's a question of trust and consideration, which, in our case, can be answered by our extensive pickup and distribution network throughout Canada.

Advantages of Our Returns Management Program

Whether returns represent 5% or 30% of your Canadian shipments, a well-managed returns program will allow you to better serve your customers and will provide insight into any supply chain weaknesses. Our program enables your business to recover a portion of costs associated with returns by placing undamaged or refurbished goods for sale in secondary markets. We ensure customer satisfaction through quick response to customer concerns and prompt product replacement or credit. And the benefits do not end there. A thorough returns management program can also provide insight into possible product defects or supply chain inefficiencies through tracking and the evaluation of return codes.

Intra-Canada Consolidation

This highly efficient and flexible option enables your Canadian returns to be sent to a single Purolator facility using your company name as the postal address. Returns are consolidated and shipped back to your designated facility based on your level of need – weekly, monthly, or as frequently as you require. Consolidation of your returns means reduced shipping, customs, and border clearance fees. Your business can also benefit from tax and duty drawback programs to reduce transportation costs.

Integrated Returns Material Authorization (RMA)

This program provides the highest degree of oversight for your returns and replacement process. Our logistics experts will work with your operations staff to develop a preauthorization process where your customers can easily return products while enabling your business to track return volumes and reason codes. The RMA option enables greater control on your inventory management, including repairs and replacements, by tracking products through the entire shipping process.

E>Returns

An easy-to-use electronic interface through which return labels can be preprinted and either included in outgoing packages or provided to customers via e-mail. Purolator International's E-returns program is a hassle-free, customer-friendly option that provides your customers with a simple and efficient returns process.

We Deliver Canada

Every day, Purolator delivers more than 1,000,000 packages.

We maintain the largest dedicated air fleet and ground network, including hybrid vehicles, and more guaranteed delivery points in Canada than anyone else.

But size alone doesn't make Purolator different. We also understand that the needs of no two customers are the same.

We can design the right mix of proprietary services that will make your shipments to Canada hassle free at every point in the supply chain.

For more information:

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