

Returns Management

There's More to Returns Management Than You Think

Sixty percent 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 and customers want their refunds quickly. Companies that want to keep customers coming back can't afford to waste money on shipping low-cost goods back over the border or waste time tracking and reconciling paperwork.

Enter Purolator International's Returns Management service.

Flexible Delivery to Meet Your Deadlines

Purolator International can tell you exactly what goods have been returned and capture all the data needed to process that return. We can then send you a report on all packages with four convenient disposition options to choose from:

1. Return to a facility in the U.S.
2. Reship to a different Canadian address
3. Destroy
4. Donate to a local charity

Faster Returns Processing

Our Canadian facility is equipped to vet your packages fast which in turn enables you to validate those returns and issue customer credit in 1-2 days. Other providers can take up to 7 days to do the same thing when they wait until the goods are returned to a U.S. facility.

Consolidated Returns

When companies choose to return packages to the U.S., they will be consolidated and shipped back to your designated facility. This means reduced shipping, customs, and border clearance fees. Purolator International has several data integrations programs that can help capture the data that's needed for several available cost savings programs such as duty drawback.

Compliance

With Purolator International Return Management services, our facility becomes your de facto Canadian returns center. We can help keep your customers compliant with your return policies, and catch unauthorized or inaccurate returns before they cross the border, eliminating custom entry corrections.

Talk to your Sales Representative today to learn how Purolator International's Returns Management service can simplify your Canadian logistics.