

DHL provides return / swap out warranty service for global technology Customer

DHL and Technology company partner together to find a seamless return solution

 Customer Challenge	 DHL Solution	 Benefits and Impact
Solution 1. Returns from consumers (incl. packaging & labeling)		
<ul style="list-style-type: none">• No packing available for the return of damaged devices• Customer preference for seamless return experience	<ul style="list-style-type: none">• EXP courier pickup service in 19 countries, ordered via the Customer website, without the need to contact logistics provider• Packaging and label provided by the courier (Box-on-Board (BoB) and Courier Label service (CLS))	<ul style="list-style-type: none">• Easy & seamless return solution• No packaging needed to return the device
Solution 2. B2B returns from Customer retail stores and authorized service partners		
<ul style="list-style-type: none">• Preference for IT integration into the customer IT system	<ul style="list-style-type: none">• Customization of the My DHL + for Customer• Daily pick-ups from the stores	

