



DHL Express introduces a new Label-Free Service for shipment returns

Bonn, Oct 14, 2024: DHL Express introduces a new Label-Free service for package returns around the world, replacing the traditional printing returns option with a new digital eco-friendly service.

Online consumers have experienced the hassles with traditional returns – they either need to search for a printer to print the label, or use pre-printed merchant provided labels and returns form from the original shipment to manually mark items they are returning. Now, DHL Express' Label-Free Service eliminates all of that with a digitally optimized process, providing ultimate convenience for our customers while saving the environment. A QR code is sent, and customers can simply show it at a QR code enabled DHL ServicePoint for package drop-off or to a DHL courier for pickup.

“Our Label-Free Service for package returns aligns with our continuous commitment to provide exceptional Customer experience while also driving positive environmental change. By simplifying the Returns process, customers can now enjoy a hassle-free return of their packages. We expect the service supports consumers in the eRetail and Fashion industry, Technology industry and possibly more sectors”, says Michiel Greeven, EVP Global Commercial, DHL Express. *“With our Label-Free service, we are now making the returns process easier and more convenient for everyone involved, merchants and e-consumers, and at the same time reducing paper waste.”*

The service is currently live in over 50 countries across Europe, Asia Pacific, the Americas, Sub Saharan Africa, Middle East and North Africa. Key significant markets already live include Germany, France, Italy, Mexico, Hong Kong, Indonesia, South Korea, Malaysia, Thailand, Taiwan, China, UAE, Bahrain, Saudi Arabia, Kuwait, Qatar, Denmark, Norway, Turkey, and many more.

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Media update



You can find the press release for download as well as further information on group.dhl.com/pressreleases

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DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With about 395,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global sustainable trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, engineering, manufacturing & energy, auto-mobility and retail, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of DHL Group. The Group generated revenues of more than 81.8 billion euros in 2023. With sustainable business practices and a commitment to society and the environment, the Group makes a positive contribution to the world. DHL Group aims to achieve net-zero emissions logistics by 2050.