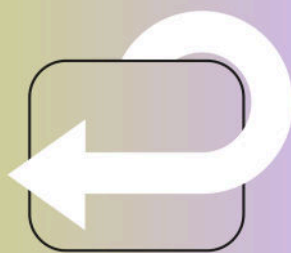


# Service of product return for business



unisend

**Parcels sent by business customers of UNISEND and delivered to recipients can be returned in 3 ways:**

**1.**



**Return code via text message**

**2.**



**Return sticker in the original parcel**

**3.**



**Return sticker via Email**

**1.**



## Return code via text message:

### HOW DOES IT WORK?

- The parcel is delivered to the recipient via a parcel locker or at home.

- After delivering the parcel to the UNISEND parcel locker, text message with the return PIN code is sent to the buyer.

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### INFORMATION ON THE TERMS OF SERVICE

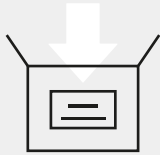
1. The fee for parcels being returned will be equal to the price of –the parcel "parcel locker courier". Only the parcels that were actually returned are paid for, i. e. if the buyer fails to use the return PIN code, the fee for such a parcel that is being returned will not be calculated.

2. A business customer can choose the following for a parcel that is being returned:

- payer - paid by the Seller (the return shipment fee is included in your monthly bill) or paid by the Buyer (the fee for a shipment that is being returned will be collected from the buyer at the parcel locker).
- period of validity - period how long the return code is valid (from the moment the recipient of the parcel collects the delivered parcel from the parcel locker).
- address - all parcels will be returned to one sender address chosen by the customer.

3. In order to start using the service, it is not necessary to sign any additional agreements. It is enough for the business customer and UNISEND to agree on the start of service activation.

4. All programming work is on the side of UNISEND.

**2.**

## Return sticker in the original parcel

### HOW DOES IT WORK?

- During the preparation of parcels, 2 stickers can be created - for the parcel being sent and the parcel being returned.
- The return sticker is placed in the original parcel.
- After receiving the parcel, the buyer will be able to use the return sticker at the UNISEND parcel locker.
- Convenient for customers - no additional steps are required to receive a sticker for the parcel being returned.

### INFORMATION ON THE TERMS OF SERVICE

1. The fee for parcels being returned will be equal to the price of the parcel "parcel locker-courier". Only the parcels that were actually returned are paid for, i. e. if the buyer fails to use the return sticker, the fee for such a parcel will not be calculated.

2. Return stickers are created via API integration (by uploading a CSV file to the UNISEND self-service) or by creating a parcel in the UNISEND self-service manually.

In Lithuania, Latvia, and Estonia, parcels can be returned in two ways: from a parcel locker into hands or from a parcel locker to a parcel locker.

**3.**

## Return sticker via Email

### HOW DOES IT WORK?

- During the preparation of parcels, 2 stickers can be created - for the parcel being sent and the parcel being returned.
- The seller sends the number for the parcel being returned to the buyer directly via email or by other means.
- The recipient can use the received parcel number at any UNISEND parcel locker and send the shipment that is being returned.

### INFORMATION ON THE TERMS OF SERVICE

1. The fee for parcels being returned will be equal to the price of the parcel "parcel locker-courier". Only the parcels that were actually returned are paid for, i. e. if the buyer fails to use the return sticker, the fee for such a parcel will not be calculated.

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