

Recipient  
(wants to return the product)

1 The sender provides a link to the return on its website

2 The recipient enters the required information of return



3 The GLS label is automatically created and sent to the recipients e-mail address



4 The recipient attaches a label to the parcel and brings it to GLS ParcelShop or ParcelLocker



5 The courier picks up the parcel



6 The parcel is returned to the sender

