



Global^e

Smart Cross-Border™

Return Guide

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Returns Portal Options

As part of the integration with Global-e Pro, each merchant will receive a unique Returns Portal URL. It is branded with merchant's logo and up to merchant's discretion whether to expose this URL to customers as part of the Returns Page info. Merchants that do not wish to expose this URL to their customers, can use Global-e Admin to generate an RMA and a Return Label for their customers.

Global-e offers few returns options, each of the options will generate an RMA (Return Merchandise Authorization) and a shipping label:

- **Self-Postage Returns** – this is the most basic returns option that will always appear in the Returns Portal. This option allows customers to generate self-postage label that can be used with any shipper of their choice.
- **Prepaid Courier Returns** – a prepaid shipping label via DHL can be generated. The return will be routed directly to merchant's returns facility. The cost of the return will be shown in the Returns Portal, however customers will not be charged at the point of creating an RMA. Once the order is refunded, the prepaid return costs will be deducted from the refund amount.

This document describes user flows for each of the Returns Portal options.

Returns Portal User Flows

Based on the configuration, the Returns Portal will show customers either 3 or 4 steps. The first 2 steps are identical in each flow – locating an order and selecting products for return. The last steps will depend on the returns options configured for the relevant country. If no prepaid returns configured, then only 3 steps will be available with the RMA and self-postage label generated in step 3. If any of the prepaid options is configured per merchant/country, then the 3rd step will allow customers to select a return option and step 4 will generate the RMA and a relevant shipping label.

Selecting Products

Returns Portal opened

Merchant_Logo

Returns Portal

1. Find an order

Order ID:

Email: [?]

Next

Step 1 – entering order details

Merchant_Logo

Returns Portal

1. Find an order

Order ID:

GE1187184TS

Email: [?]

ira.vinitsky@gmail.com

Next

Step 2 - Order Located

Merchant_Logo

Returns Portal

1. Find an order



2. Select items to return

Order Number: GE1193004TS [Change](#)

Item	Qty	Reason
 Summer Straight Fit Shorts	0 ▼	Return Reason ▼

[Next](#)

Returned product quantities and reason selected

Merchant_Logo

Returns Portal

1. Find an order



2. Select items to return

Order Number: GE1193004TS [Change](#)

Item	Qty	Reason
 Summer Straight Fit Shorts	1 ▼	Wrong size ▼

Next

Self-postage Returns

Step 3 – return label generated and sent by email

Merchant_Logo

Returns Portal

1. Find an order



2. Select items to return



3. Create return label



Your RMA Number: 221048



Print return label

Pack your return

Find a container that will fit all of the items you are returning. It is recommended to use a bag to avoid high shipping costs. Make sure the container fits the items as snugly as possible, to avoid excess shipping costs. Also make sure there are no tracking or shipping labels attached to the container. Place all the items you selected to return, including this note, into the container and seal it.

Send it back

Print the Return Label and affix it securely to the outside of the package. Send the package to the address that appears on the Return Label. We suggest that you ship the parcel with an economy tracked service in order to be able to monitor the returned items.

Refund

Please allow 5-10 business days for a refund to be credited back to your payment method, once the order has reached our UK International Returns Hub and has been inspected.

Return Note and Label (sent by email)

Merchant_Logo

Customer Name: Ira Vinitzky
 Order: 00007110
 Global-e Order ID: GE118714TS
 Delivery Ref. 45678221
 Despatch Date: 14/08/2015

Return Note

Return Instructions

Please follow the steps below to return your item(s):

1. Find a container that will fit all of the items you are returning. It is recommended to use a bag to avoid high shipping costs.
2. Place all the items you selected to return, including this note, into the package and seal it. Make sure the items fit as snugly as possible, to avoid excess shipping costs. Also ensure there are no tracking or shipping labels attached to the outer packaging.
3. Print the Return Label below and affix it securely to the outside of the package.
4. Send the package to the address that appears on the Return Label. We suggest that you ship the parcel with an economy tracked service in order to be able to monitor the returned items.

Returned Items

Item	Description	Qty	Reason
111200012001	Summer straight fit shorts	1	Wrong size

Merchant_Logo

RETURN LABEL



RMA Number



Order: 00007110 GE118714TS

DELIVERY REFERENCE: 45678221

From

{FirstName LastName}
 {Address 1}
 {Address 2}
 {City}, {Zip}
 {State}
 {Country}

To

{Merchant Return Name}
 {Merchant Return Address 1}
 { Merchant Return Address 2}
 { Merchant Return City}, { Merchant Return Zip}
 { Merchant Return State}
 { Merchant Return Country}



Prepaid Courier Returns

Step 3 – select Return Method

Merchant_Logo

Returns Portal

1. Find an order



2. Select items to return



3. Select return method

☐ Standard Return

Select this option to create a Return Label and send back the returned goods with the shipper of your choice

☒ Express prepaid return

Select this option to create a Return Label and send back the returned goods with DHL using our negotiated **discounted rates \$ 35.04**

Please note: You don't pay the prepaid return post separately, it is deducted from your refund. By using this returns waybill you consent to the deduction of the return post cost from your refund

- ☒ **Disclaimer:** By selecting this method you:
- Agree to return the package using the prepaid return label.
 - Understand that generating the returns label will incur these costs.
 - Consent to the deduction of the return costs from your refund.

▲ Previous

▼ Next

4. Create return label

Step 4 – user selected Express prepaid returns

Merchant_Logo

Returns Portal

1. Find an order 
2. Select items to return 
3. Select return method 
4. Create return label 

Your RMA Number: 224635



Print return label

Print return label

A copy of the prepaid return label will be emailed to you. Please keep this safe, as we are only able to generate one prepaid return label per order.

Pack your return

Find a container that will fit all of the items you are returning. It is recommended to use a bag to avoid high shipping costs. Make sure the container fits the items as snugly as possible, to avoid excess shipping costs. Also make sure there are no tracking or shipping labels attached to the container. Place all the items you selected to return, including this note, into the container and seal it.

Send it back

Print the Return Label and affix it securely to the outside of the package.

1. Go to www.dhl.com and choose your country from the "Choose your location" pull-down menu

2. Do one of the following:

On your country's DHL page, find the DHL Service Point Location for parcel drop-off.

OR

Select "Contact DHL Express" and call the local phone number to schedule a parcel pickup.

Refund

Please allow 5-10 business days for a refund to be credited back to your payment method, once the order has reached the International Returns Hub and has been inspected. Please note, the prepaid label price of

€ 17.16

will be deducted from your refund.

[Returns portal home](#)

Prepaid Courier Return - Return Note, Label and Commercial invoice

Merchant_Logo

Return Note

Customer Name: dor wattenberg**Order:** 100002154**Global-e Order ID:** GE93888047GB**Despatch Date:** 15/05/2017

Return Instructions

Please follow the steps below to return your item(s):

1. Find a container that will fit all of the items you are returning. It is recommended to use a bag to avoid high shipping costs.
2. Place all the items you selected to return, including this note, into the container and seal it. Make sure the container fits the items as snugly as possible, to avoid excess shipping costs. Also make sure there are no tracking or shipping labels attached to the container.
3. Print the Return Label below and affix it securely to the outside of the package.
4. Go to www.dhl.com and choose your country from the "Choose your location" pull-down menu.
5. Do one of the following:
 - On your country's DHL page, find the DHL Service Point Location for parcel drop-off
OR
 - Select "Contact DHL Express" and call the local phone number to schedule a parcel pickup.

EXPRESS WORLDWIDE		ECX	DHL
From : dor wattenberg btushge 23 1000 Brussels Belgium		Origin: BRU	
To : Michaela Gingell Michaela Gingell Unit 3.2, The Chandelier Building 8 Scrubs Lane NW10 6RB London United Kingdom		Contact: 0000000000 Contact: 0000000000	
GB-LHR-LNW			
RET		Day Time	
Ref: GE93888047GB-2		Package Weight	Pieces
		0.2 kg	1 / 1



* ARCHIVE DOC *		ECX	DHL
Not to be attached to package			
From : dor wattenberg btushge 23 1000 Brussels Belgium		Origin: BRU	
To : Michaela Gingell Michaela Gingell Unit 3.2, The Chandelier Building 8 Scrubs Lane NW10 6RB London United Kingdom		Contact: 0000000000 Contact: 0000000000	
GB-LHR-LNW			
Product: [U] EXPRESS WORLDWIDE (51)		Features / Services: Date Shipped (P)	
Payment code: FRY A/C: 957055903 Terms of Trade: DAP DTP A/C:			
Ref: GE93888047GB-2	Shpt Wght:	0.2 kg	# of Pieces 1
Custom Val: 438.00 EUR	Shipment Date:		
Insured Amount: 0.00 EUR			



COMMERCIAL INVOICE					
Shipper		SHIPMENT/ORDER			
Shipper name: dor wattenberg Address: btushge 23 (1000 , Brussels , Belgium) Email: dor.wattenberg@global-e.com Phone: 0000000000 Reason for Export: Return for Refund of Retail Purchase		Invoice #: RT-GE93888047GB Date: 2017-05-15 Order ID: GE93888047GB			
		Number of parcels: 1 Total actual weight: 0.25 kg Total dimensional weight: 0.25 kg			
		Currency of sale: Pound Sterling Incoterms: DAP			
SHIP TO/CONSIGNEE					
Contact name: Anna Scholz Address: Cnr Tom Pearce & Geoffrey Roberts Road Phone:					
Description	HS Code	Country of Origin	Units	Unit value	Total value
AE116shadows18 - Chiara Sweatshirt		United Kingdom	1	£ 185.78	£ 185.78
Notes on import duty & taxes due					
Return for Refund of Retail Purchase	Total cost of goods (FOB)		£ 185.78		
	Shipping & handling		£ 14.56		
	Insurance charges		£ 0.00		
	Total (CIF)		£ 200.34		
These commodities, were exported from Belgium in accordance with the local export regulations. Diversion contrary Belgium is prohibited. I declare that all the information contained in this invoice to be true and correct.					
Signature of Shipper_____			Date: _____		