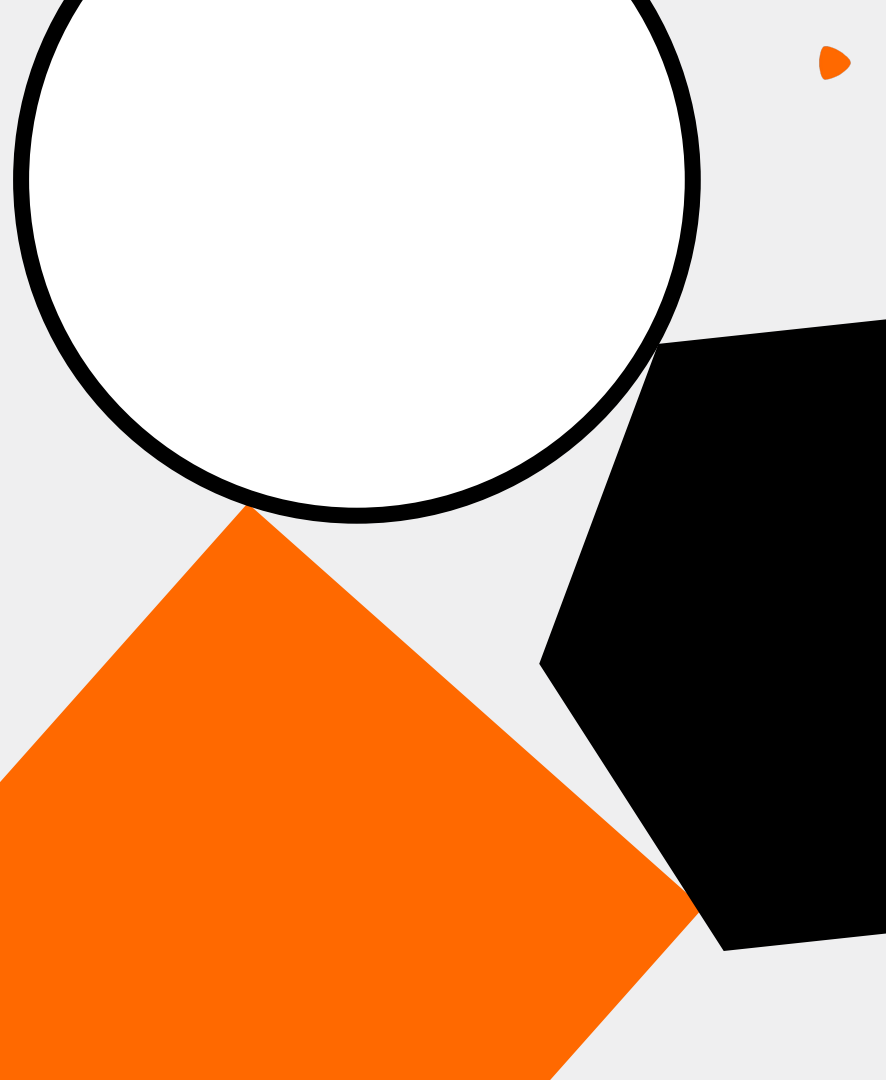


zalando

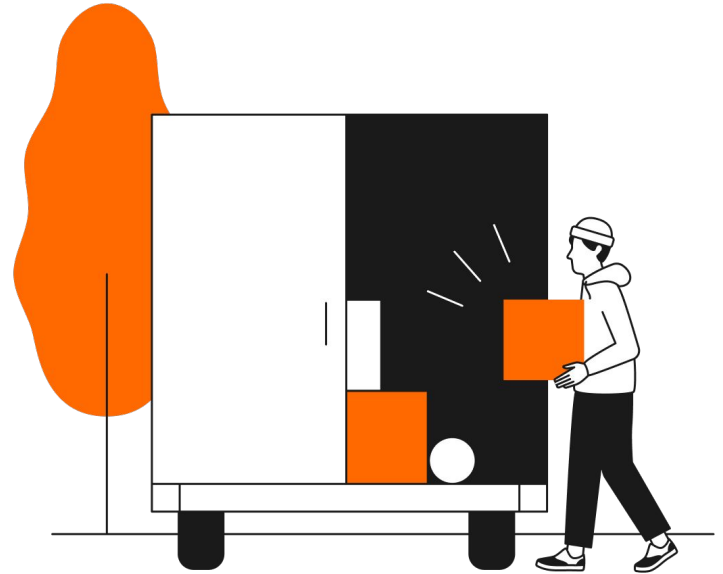
How to leverage your own logistics network



Logistics options

- Zalando Fulfilment Solutions
- Your own logistics network

Note: If you're looking to use your own logistics in Spain, Italy, Czech Republic, or Poland, this will need to be reviewed on a case-by-case basis to ensure customer satisfaction. For Spain specifically, you'll need to sign an agreement with Zalando Returns Solutions, which is mandatory for returns in this market.



Before you start

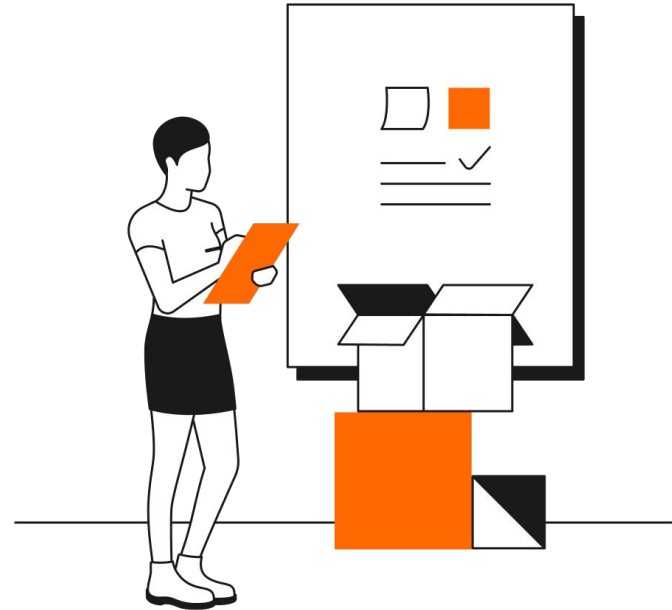
You'll need to:

- Sign a **contract** with one of Zalando's approved last mile carriers
- Inform Zalando if **Packstations** or **Pick up points** will be used in your deliveries
- Ensure you meet Zalando's **delivery promise** to customers
- **Prepare your warehouse** to process and ship Zalando orders



Next steps

- Adapt your **delivery documents** to Zalando standards using our handy templates
- Provide **samples** of your delivery documents, including:
 - A delivery note
 - A return note
 - A return label
 - Invoice



Delivery notes

A delivery note accompanies the delivery of goods, specifying their **type and quantity**.

It serves as a **confirmation** of the articles delivered to the end customer and provides additional information, such as customer care contact address, order number, and bank details.

We recommend you **separate it** from the return note, so that it can remain with the customer.



Return notes

A return note is the document that is **sent back to you** by the customer when returning an article.

It allows you to **register** which articles have been returned and to **evaluate the return reason** in order to continuously improve your customer experience.



Return labels

All of your packages should contain a **prepaid and pre-printed return label** to enable your customers to return articles easily and free of charge.

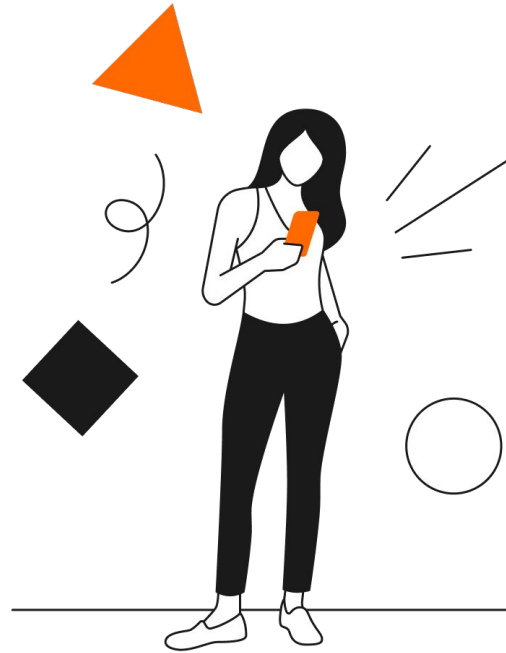
Customers should be able to easily stick the label to the package being returned. We recommend you provide customers with **self-adhesive return labels**.



Invoices

Make sure you comply with all country specific requirements for invoicing in the markets you're going live in.

This includes the **provision of invoices** to the end-customer, as well as **VAT information**.



Thank you!

Documents

Provide the best possible customer experience by including the following documents in all your packages:

- A delivery note
- A return note
- A return label
- An invoice

