

Change in Non-EU Returns Process

Dear,

From now on we are implementing a change in the returns process for goods originating from non-EU countries. It may take some getting used to, but this change is necessary, primarily to handle the financial aspects of this returns stream correctly.

For non-EU shipments (outbound or return shipments), you'll encounter VAT and customs costs. To prevent these costs from becoming so-called "out-of-pocket" expenses, which cannot be reimbursed, it is crucial to use the correct Incoterms when shipping, including for return shipments. If no or incorrect Incoterms are provided, the shipper/customs will always choose to pass the costs to the receiving party. In outbound shipments, this is the product's buyer, and in return shipments, it is the receiving party, often eWarehousing.

If the costs of a return package with incorrect or missing Incoterms are not paid, the shipment will not be released, and it will be returned to the sender within a week, in this case, to the consumer.

Currently, eWarehousing often only receives approval to pay this invoice on behalf of you as a customer after this week. This results in either the shipment already being returned to the sender (the consumer) or eWarehousing having to physically pick up the shipment at a pickup point and pay on the spot. The latter is impractical as the means or materials for this are simply not available. Additionally, this leads to unnecessarily complicated financial processing.

For this reason we will charge a standard fee plus 5% of the VAT amount as risk coverage for pre-financing. This fee applies per return shipment that we pre-finance. eWarehousing will then pay the carrier's invoice so that the package is released and returned to our warehouse.

(Note: Other costs will still be passed on. The above mentioned fee is solely for the eWarehousing service.)

If you choose **not to use this service**, please inform us via support@ewarehousing.nl. However, be aware that from that moment on you will be solely responsible for handling return shipments without (correct) Incoterms, which will either remain with the carrier or be returned to the consumer. eWarehousing will take no action upon receiving notification of such a shipment.

If we do not receive communication from you on this matter, we will assume that you wish to use this service.

It remains your responsibility to provide the correct Incoterms for all non-EU shipments. If you have any questions about Incoterms, the fee or any other concerns, please feel free to contact us at support@ewarehousing.nl.

Kind regards,

Team eWarehousing.