

VANMOOF

Booking your return appointment

BOOKING YOUR RETURN APPOINTMENT

1. Please make sure to remove all old labels from the box you send back or cover them with the new label.

If you fail to do so, UPS won't be able to return the package.

2. The new label is in a pouch attached to the box.

Open it, take out the return label, and attach it on the box.

3. Book a return appointment

- Click on the provided link or
- Visit the website <https://www.ups.com/us/en/global.page>
- Select the country you're located in
- Click on 'Shipping' and then 'Schedule a Collection'

The screenshot shows the UPS website's main navigation menu. The 'Shipping' tab is selected and highlighted with a red box. Below the 'Shipping' tab, there are two columns of links. The 'Schedule a Collection' link in the left column is highlighted with a red box. Other links include 'Create a Shipment: Package & Freight', 'Calculate Time & Cost', 'Manage Online Orders: Marketplace Shipping', 'Create a Return', and 'Explore All Shipping' in the left column, and 'View Shipping History' and 'Void Shipment' in the right column.

4. Fill in the form with your details

The screenshot shows the 'Shipping Label Questions' form. The 'Yes' radio button is selected for the question 'Do you have pre-printed UPS Shipping Labels for your shipment?'. The tracking number '1Z4562RDXK...' is entered in the 'Correct the Tracking Numbers as indicated:' field. The form also includes a note about collection charges and a 'Residential Address' checkbox.

The screenshot shows the 'Collection Date and Time' form. The collection date is set to 'Tuesday, August 17, 2021'. The earliest collection time is 09:00 AM and the latest collection time is 06:00 PM. The preferred collection location is 'Front Door' and the collection reference is 'SO12111..'. Special instructions 'Construction works in front of the house.' are entered.

Important: make sure you fill in the pre-paid Tracking Number, otherwise you'll have to pay fees when the courier arrives.

- Fill in your personal information, such as your name, collection address, and your phone number. Be as precise as possible.
- Select 'residential' if you live in a residential building.
- Select the number of boxes that need to be returned (a bike in a box weighs 31 kg).
- Select 'UPS Standard' as service of collection.
- Select 'No' in the question that asks if your item weighs more than 32 kg.
- Select your preferred date and time of collection.
- Select your preferred location of collection.
- Enter the collection reference, it's the repair number we shared with you.
- Enter any special instructions, for example if there is construction work on your road or if your front door needs a unique description.

BOOKING YOUR RETURN APPOINTMENT

5. Click on 'Show collection notification'

5 Collection Notifications Hide

Collection Request Confirmations
Enter a mobile device number to receive SMS confirmation of this Collection Request.

Mobile Device Number: Language Format:

Select One ▼

Enter up to five e-mail addresses to receive e-mail confirmation of this Collection Request.

E-mail Addresses

Enter a personalised message to be included in your e-mail confirmation.*

Your E-mail Address:

UPS will notify you if there is a problem sending any of the e-mail notifications you requested for this collection request.

- Enter your email address to receive the confirmation number of the collection. You can use this number to track your package within the UPS system in case something goes wrong.
- Enter your email address again.
- Click on 'Next' to review your data and confirm.