



UPS Return Instructions

Complete guide on how to book and finalise the collection of the Egiss Return Box with UPS.

Version 1.0
2023



Before booking your collection

Please do as listed in this guide to prepare and finalise the collection of the Return Box. Make sure to fill in all required fields marked with an “*”.

Go to www.ups.com and choose your country and language in the upper right corner if needed. From the top menu, click on “Shipping”, and then “Schedule a Collection”.

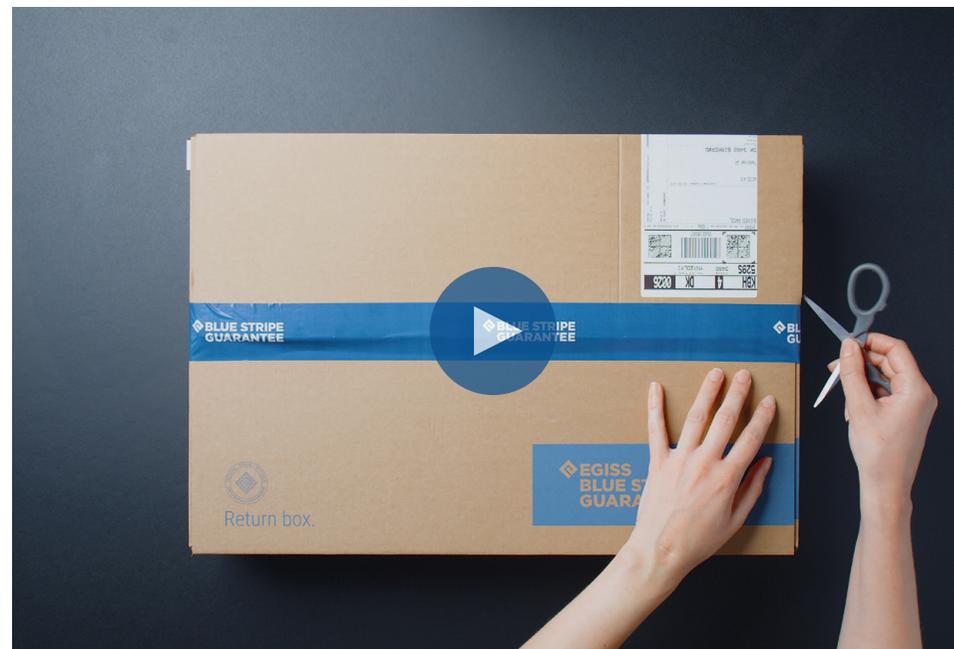
Or go straight to the form by [clicking here](#).

Video Guide

Not sure how to pack our Return Box?

Our video guide will take you through the process of packing and securing the Return Box correctly before shipping.

If you prefer a PDF version, you can download it [here](#).



Video: Click “Play” to view the packaging guide

Step 1/4

Choose “Yes” to having a pre-printed return label, and make sure to enter the tracking number from the return label you received with the Return Box.

Note: The tracking number is mandatory (*NOT optional*) for our return shipments. Please push the “Tab” button to activate the tracking number.

1 Shipping Label Questions

Do you have pre-printed [UPS Shipping Labels](#) ⓘ for your shipment? *

Yes

No

Optional: Enter tracking numbers without spaces, separated by commas, to check if collection charges are prepaid.

(If you have [return label](#) ⓘ tracking numbers, enter them here)

1Z0XXXXXXXXXXXXX18
1Z1XXXXXXXXXXXXX18
1Z2XXXXXXXXXXXXX18

(Maximum 30 tracking Numbers)



Step 2/4

A UPS Account Number is NOT required, but enter the address information where you want UPS to pick up the Return box.

If the pick-up is at a Residential Address, please choose this at the bottom.

Please note that default addresses might appear.

2 Collection Information and Location

UPS Account Number:

Company or Name: *

Contact Name:

Address Line 1: *

Address Line 2:

Address Line 3:

Residential Address

Country or Territory:
Denmark

City: *

Other Address Information:

Postal Code: *

Telephone: * **Ext.:**

Step 3/4

If you have more than one box you need returned, please select the number from the drop-down menu.

Enter the approximate total weight of the collection. If you are unsure, just enter "2".

If the return shipment is domestic, please choose "UPS Express Saver" on the left side under UPS Domestic Services otherwise, choose "UPS Standard" on the right side under UPS EU Transborder Services.

Leave the two questions at the bottom with "No" as predefined.

3 Service and Package Information

Select the number of packages in your collection, as well as the UPS Services indicated by your UPS Shipping Labels.

Package(s) in Your Collection:

1

Total Weight of Your Collection: *

2

 Kg.

UPS Services in Your Collection:

UPS Domestic Services

UPS Express Plus®

UPS Express®

UPS Express Saver®

UPS Standard®

UPS International Services

UPS Express Plus®

UPS Express Saver®

UPS Express®

UPS Expedited

UPS Standard®

UPS EU Transborder Services

UPS Express Plus®

UPS Express®

UPS Express Saver®

UPS Standard®

Does your collection contain:
Items that weigh more than 32 Kg.?

Yes

No

Only documents of no commercial value? [?](#)

Yes

No

Step 4/4

Enter the date and time of the desired collection.

Choose from the drop-down menu a Preferred Collection Location.

Fill in the Reference of your choice and enter any special instructions to the UPS driver (optional).

By clicking “Next”, you will be redirected to a verification page with all the entered information.

If all the entered information is correct, please choose “Next” at the bottom of the page, and the collection booking is finalised.

4 Collection Date and Time

Select a date and earliest time your shipment will be available for collection.

Collection Date:
Monday, 13 November 2023

Earliest Collection Time: 08 : 00 AM

Latest Preferred Collection Time: 05 : 00 PM

Note: Collection times are not guaranteed. Depending on volume, requested time for collection may be delayed. If you can't meet your driver for collection, don't forget to cancel or reschedule in your [Collection History](#) or contact UPS.

Additional Collection Information

Preferred Collection Location: Front Door

Collection Reference:

Special Instructions:

5 Collection Notifications [Show Collection Notifications](#)

Next

Finalise the collection

Please attach the UPS Return label(s) outside the Return Box.

Please note that for outside Europe pick-up – attach one return invoice on the package and give two examples to the UPS driver.

Also, ensure to pack both the notebook and the AC adaptor.

We look forward to receiving your Return Box!

Best Regards

The Egiss Return Team



