



Factsheet

ASENDIA
BY LA POSTE & SWISS POST

e-

Grow your Fashion &
Apparel business with our
e-PAQ e-commerce solutions



Designed with Fashion & Apparel in mind

The e-PAQ range of packet and parcel services combines cost-efficiency, speed, simple returns, customs management, tracking and sustainability. Four service levels ensure flexibility and value for money so that you and your fashion-loving customers have the control to choose the delivery solution that best suits your needs.

The e-PAQ range

	e-PAQ Standard	e-PAQ Plus	e-PAQ Select	e-PAQ Elite
	0-2kg	0-2kg	0-30kg	0-30kg
Delivery experience	★★	★★★★	★★★★★	★★★★★★
Speed	★★★	★★★★	★★★★★	★★★★★★
Customs options	★★★	★★★★	★★★★★	★★★★★★
Availability	★★★★★	★★★★★★	★★★★★★	★★
Tracking	—	★★★★	★★★★★	★★★★★★
Price	€ €	€ € €	€ € € (€)	€ € € € €

The delivery solutions designed for online retailers with specialist services ideal for Fashion & Apparel e-tailers.



We understand your business & your customers

Asendia are proud to help some of the biggest names in the world of Fashion & Apparel e-commerce by offering their customers a perfect delivery experience with every order.

Minimising your customer queries & complaints

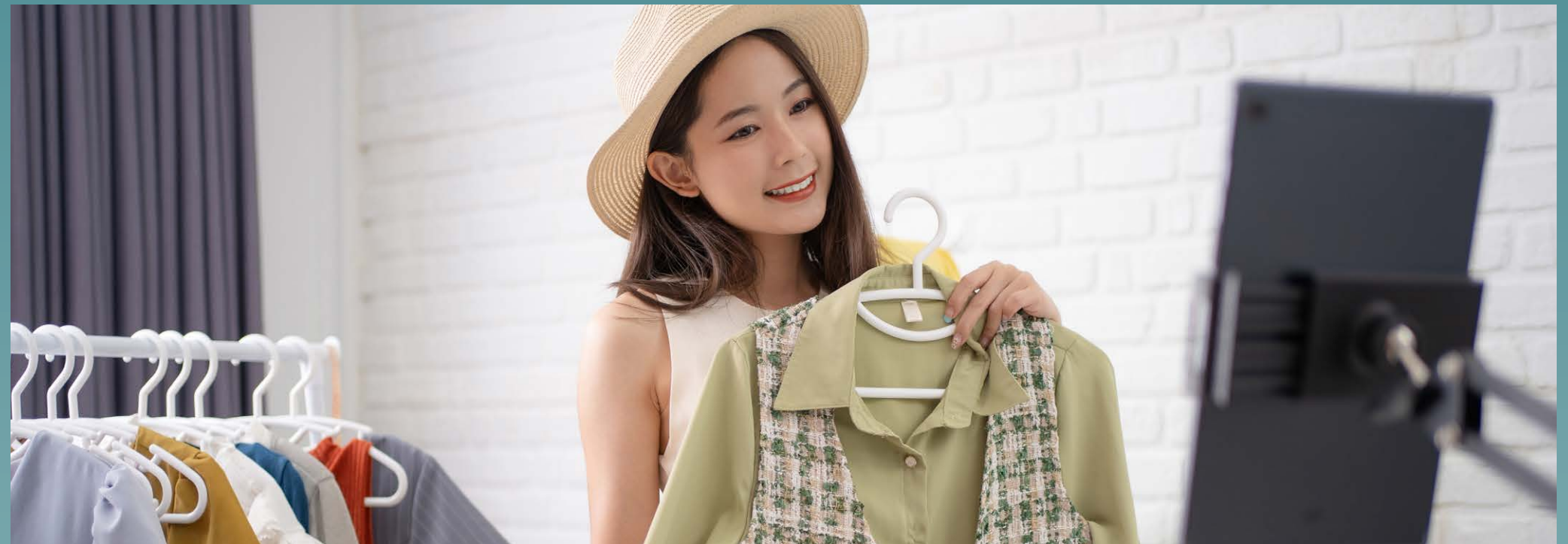
e-PAQ offers a range of tracking options across all services to help you manage your customers' expectations. This will help you win repeat custom, recommendations and favourable reviews, as well as cut your customer service costs.

Sustainable delivery for conscious consumers

At Asendia, sustainability is a core strategic focus. We offset CO2 on all transport within Europe and from Europe to other continents, excluding last mile delivery and first mile collection, and we're constantly working hard to minimize our environmental impact all over the world.



Carbon neutral
100% carbon neutral with Asendia on European transport. Exclusive of first and final mile delivery and activities of acquisitions



e-PAQ benefits for fashion e-tailers

- Fast and reliable delivery to over 200 global destinations
- Customers can choose convenient delivery points
- Tracking and notifications keep everyone up to date on parcel progress
- Signed-for services
- Standard liability available
- Simple, cost-effective returns with e-PAQ Returns
- Customisable options such as PUDO and cash on delivery available
- Customs management plus pre-paid customs or pay on delivery options

Returns made simple

More than any other sector, returns are crucial to the success of Fashion & Apparel e-commerce brands.

Asendia understand the demands and expectations of Fashion & Apparel shoppers. That's why we've made our returns service easy to use, cost effective and reliable. With pre-paid and partially paid options, simple IT integration for label printing and tracking, and quick processing for quicker refunds, we'll help you find a returns solution that offers your customers the best possible experience.



60%
of shoppers review a returns policy before making a purchase



59%
of millennials would never shop with an e-tailer that charged for returns



What our customers say

ADORE ME

“Asendia have shared-values with us and acknowledge when things aren’t perfect and are always willing to work with us to make things better. Asendia also places considerable importance on sustainability with is incredibly important to us, too. ”

ADORE ME, USA-based lingerie brand and valued Asendia customer

Adore Me began with a strict interest in the USA market, but quickly saw the opportunity to grow their subscription model into other English-speaking countries. Asendia’s flexibility and international shipping experience made Adore Me’s global expansion seamless.



Solution

Adore Me uses e-PAQ Plus for international deliveries and returns. The flexibility of our service enabled the brand to manage rapid growing demand throughout the pandemic. Our network allowed for seamless integration across the USA and all English-speaking countries globally, while our tracking and notifications ensure end-customers receive the best possible delivery experience – vital with a customer base that is so vocal online.

NA-KD

“Asendia adds the local e-commerce expertise, which is so important since all markets are local. By knowing the different market needs, they contribute to the total delivery experience of NA-KD’s customers and our growth figures for the Asendia destinations speak for themselves. ”

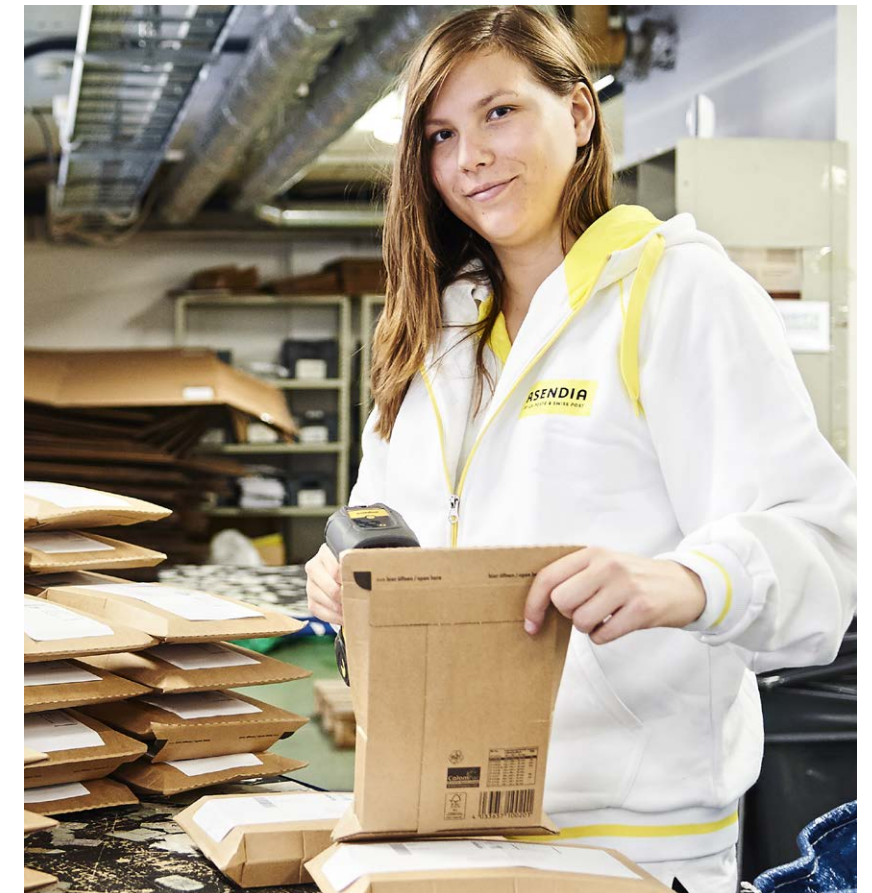
NA-KD, Swedish-based fashion e-commerce brand and one of Europe’s fastest growing companies

NA-KD recognised that local markets have local requirements, and that the final mile is just as important as the rest of the journey. So they wanted to find a partner that is knowledgeable in both different cultures and shopping behaviour, whilst also cost-effective and reliable.



Solution

In 2018, Asendia worked with NA-KD to break into the French B2C sector. Our understanding of French consumers helped make the expansion a great success and we were subsequently entrusted with another key market: Switzerland. Here, NA-KD utilised our unique hybrid solution for last mile distribution. With e-PAQ select, NA-KD benefit from our partnerships with best-in-class local carriers and end-to-end tracking for delivery that always meets their customers’ demands.



Speak to our experts today

e-PAQ makes it possible to dispatch goods quickly, track parcels and notify your customers of their parcel’s progress. With our e-commerce delivery solutions, you’ll offer your customers the very best delivery experience, encouraging repeat purchases and great reviews.

Wherever you’re based, wherever your customers are, we’ll help you grow your Fashion & Apparel e-commerce brand.

Contact Asendia today for more information or to arrange a quote

www.asendia.com