



Factsheet

ASENDIA
BY LA POSTE & SWISS POST

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**Grow your Health & Beauty
business with our e-PAQ
e-commerce solutions**



Designed with Health & Beauty 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 health-conscious 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 Health & Beauty e-tailers.



We understand your business & your customers

Asendia are proud to help some of the biggest names in the world of health & beauty 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
carbon neutral with Asendia on European transport. Exclusive of first and final mile delivery and activities of acquisitions



e-PAQ benefits for beauty 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

Subscriptions

Because Health & Beauty purchases are very personal to the user, they take a lot of consideration. However, when a consumer finds a product they like, they are likely to become a loyal user.

Subscriptions, easily established online, are becoming a significant part of Health & Beauty e-commerce. The consumer benefits by discovering new products in small batches, savings through commitment to future purchases, and the convenience of never running out of an essential item.



328.6%
growth forecast for male grooming subscriptions between 2017-2022



203.3%
growth forecast for other H&B subscriptions between 2017-2022



What our customers say

BALIBODY

“Asendia manages four of our six online stores – servicing the UK/EU along with Canada, Israel, Asia and the Middle East. This involves a lot of different shipping providers and service levels making the task very difficult. Asendia has always been willing to work with us to find the best solution. They are flexible, understanding and reliable which is exactly what we need.”

BALI BODY, fast-growing beauty and skincare brand based in Australia

Bali Body is a husband-and-wife team that has taken the beauty industry by storm with their skin creams, despite having no prior experience. They have become a huge success on social media, with one of their products now selling every 45 seconds and increasing orders from the other side of the world.



Solution

Using e-PAQ, Bali Body have managed to maximize global orders with speed and affordable costs. Asendia's fulfilment centre in the UK provides a cost-efficient and reliable warehousing and pick-and-pack service to the brand. Our service is flexible to handle fluctuating demand, from hundreds to thousands of orders per day. It's seamlessly integrated with our packet and parcel network for delivery across Europe, Asia and Canada, and orders are shipped quickly and with end-to-end tracking. Bali Body's customers get full visibility of where their order is, and packages arrive on time, vital with a customer base that's so vocal online.



“The service from Asendia is perfect. In fact, it couldn't be better. I would recommend any company to switch to Asendia – you will certainly not regret it. Since partnering with Asendia, the shipping times have been good, the parcels are arriving quickly and our customers are happy.”

Apolooks, Netherlands-based pharmaceutical company and a trailblazer in eyecare

Apolooks established their e-commerce business in 2006, and since they ship eye treatments worldwide, they were looking for a fast, reliable and affordable solution. The challenge was shipping the product to a huge range of destinations as quickly as possible. Track and trace was a must, but Apolooks wanted to avoid the high cost of an express courier.



Solution

Asendia has helped the business ensure orders are delivered quickly and reliably so that there were no breaks in eye treatment, while reducing pressure on customer service. Brazil especially had posed a challenge in the past; with Asendia this consumer base was protected and reached within reasonable times, enabling customers to track shipments. All products shipped outside the EU are sent with e-PAQ Plus, and within the EU with the choice of e-PAQ Standard or e-PAQ Plus. Offering this choice to shoppers has been a great benefit to Apolooks.



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 Health & Beauty e-commerce brand.

Contact Asendia today for more information or to arrange a quote

www.asendia.com