

MYCO

Returns Parcel Management  
& Fulfilment Services



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Flexible parcel and returns management solutions.

## 1. About Us

For **over 10 years** MYCO has been providing professional address and mail handling solutions. With **over 70,000 global clients**, you can be sure you are in very safe hands. We pride ourselves on delivering exceptional levels of service.

**MYCO provides flexible parcel and returns management solutions for businesses that are operating in the UK.**

## 2. UK Returns Address Service

Our UK Returns Address Service provides online retailers with a **physical UK address for customer returns**. We provide a fully flexible service with **no minimum quantities**. There are also **no set up fees** or **fixed-term contracts** meaning you can **tailor the service to meet your own requirements**.

### 3. Returns Parcel Management, Storage & Parcel Forwarding

For any eCommerce business selling products **B2B** or **B2C** online, partnering with a trusted provider to manage reverse logistics is essential to ensure customer returns are handled efficiently and professionally.

**Returns Parcel Management**, also referred to as **Reverse Logistics**, involves overseeing products that have been returned by customers to the seller or manufacturer. It is a critical component of the overall fulfilment process and one that MYCO manages with expertise and efficiency. **Our returns parcel management service is tailored to meet the specific needs of your business.**

Our bespoke solutions are designed to save you time and reduce operational costs, while protecting valuable repeat business. MYCO provides a streamlined, **'returns made easy'** experience that enhances customer satisfaction and strengthens brand loyalty.

#### Returns Process – The 5 Step Customer Journey

- Step 1** The customer requests and downloads the returns label.
- Step 2** The customer organises the return via courier collection or a convenient drop-off location.
- Step 3** The item is returned to our address for inspection and processing.
- Step 4** The customer receives periodic updates on the status of their return.
- Step 5** Following review, the customer is notified and a refund or exchange is issued.

All returned items are **barcoded** and **logged** giving you full visibility of returned goods, including the reasons for return, and the status. Items can be stored, forwarded individually or in bulk.

## 4. Pricing Plans

All our monthly plans include the following as standard:

- ◆ Online returns parcel management
- ◆ Free courier point address
- ◆ UK Based support
- ◆ 30 days free parcel storage

Simple, transparent pricing designed to scale with your business.

### Pay As You Go:

Plan	Parcel Type	Size Limit (cm)	Parcel Price
Pay As You Go (PAYG)	Small & Medium	Up to 50 × 50 × 50	£5
	Mixed Sizes	Up to 100 × 100 × 100	£7.50
	Large	Up to 200 × 200 × 200	£10

## Monthly Packages:

Plan	Parcel Allowance	Parcel Type	Size Limit (cm)	Monthly Price	Additional Parcels (per parcel)
MY50	Up to 50	Small & Medium	Up to 50 × 50 × 50	£59	£5
		Mixed Sizes	Up to 100 × 100 × 100	£99	£7.50
		Large	Up to 200 × 200 × 200	£149	£10
MY100	Up to 100	Small & Medium	Up to 50 × 50 × 50	£99	£5
		Mixed Sizes	Up to 100 × 100 × 100	£199	£7.50
		Large	Up to 200 × 200 × 200	£299	£10

## Extras

- ◆ Oversize (see above) /overweight (over 20kg): On request (from **£15**)
- ◆ Pallets: **£30** per pallet (up to 4 weeks)
- ◆ Additional pallet storage: **£10**/week thereafter

## 5. Storage

We offer **30 days** of storage **FREE OF CHARGE**.

If you require your items to be stored for longer the below storage options are available to you.

### Small & Medium Parcels (Up to 20kg, up to 50 x 50 x 50 cm):

- ◆ Up to **10** - **£25** per month
- ◆ Up to **50** - **£50** per month
- ◆ Up to **100** - **£100** per month

### Large Parcels (Between 20-30kg, up to 200 x 200 x 200 cm):

- ◆ Up to **10** - **£50** per month
- ◆ Up to **50** - **£100** per month
- ◆ Up to **100** - **£200** per month

*Please call us for solutions for pallets or oversized parcel management.*



## 6. Additional Services

In addition to our mail handling solutions, **MYCO provides a full range of business services designed to meet your individual requirements.** From **company formation, registered office address** through to bespoke **call handling services**, to discuss your requirements or activate your MYCO service, please contact our team.

<h3>Additional Services</h3> <p>We provide a wide range of services designed to enhance your business</p>	
<b>Own Courier Collection preparation</b>	£2.00 per item
<b>Parcel Disposal / Recycling</b>	Small £2 / Medium £3 / Large £5 / Oversized POA per item
<b>Parcel Inspection</b>	£1 per item
<b>Photographs</b>	£1 per item
<b>Fulfilment</b>	POA
<b>Registered Office Address</b>	From £39.99 per year
<b>Telephone Answering Services</b>	From £35 per month
<b>Secretarial Services</b>	POA



## 7. Next Steps

To discuss any of the above services please contact our customer service team who will be delighted to help you.

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