

MYCO

Returns Parcel Management Services



## Contents

1. About Us
2. UK Returns Address Service
3. Returns Parcel Management, Storage & Parcel Forwarding
4. Pricing Plans
5. Storage
6. Additional Services
7. Next Steps

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 updates on the status of their return.
- Step 5** Following review, the customer is notified and a refund or exchange can then be issued by the retailer

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
- ◆ UK returns 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

Prices subject to VAT at applicable rate.

## Monthly Packages:

Plan	Parcel Allowance	Parcel Type	Size & Weight Limit	Monthly Price	Additional Parcels (per parcel)
MY50	Up to 50	Small & Medium	Up to 50 × 50 × 50 cm & Up to 20 kg	£59	£5
		Mixed Sizes	Up to 100 × 100 × 100 cm & Up to 20 kg	£99	£7.50
		Large	Up to 200 × 200 × 200 cm & Up to 30 kg	£149	£10
MY100	Up to 100	Small & Medium	Up to 50 × 50 × 50 cm & Up to 20 kg	£99	£5
		Mixed Sizes	Up to 100 × 100 × 100 cm & Up to 20 kg	£199	£7.50
		Large	Up to 200 × 200 × 200 cm & Up to 30 kg	£299	£10

## Extras

- ◆ Oversize (see above) /overweight (over 30kg): On request (from **£15**)
- ◆ Pallets: **£30** per pallet (includes 30 days free storage)
- ◆ Additional pallet storage: **£10/week** thereafter

Prices subject to VAT at applicable rate.

## 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

### Mixed Parcels (Up to 20kg, up to 100 x 100 x 100 cm):

- ◆ Up to **10** - **£37.50** per month
- ◆ Up to **50** - **£62.50** per month
- ◆ Up to **100** - **£112.50** 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.*

Prices subject to VAT at applicable rate.



## 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.



<b>Additional Services</b> We provide a wide range of services designed to enhance your business	
<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 Services</b>	From £39.99 per year
<b>Telephone Answering Services</b>	From £35 per month
<b>Secretarial Services</b>	POA


Prices subject to VAT at applicable rate.




## 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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-  [sales@mycosupport.co.uk](mailto:sales@mycosupport.co.uk)
-  [myco-hub.com](http://myco-hub.com)

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 Opening Hours (for collections & deliveries):  
Monday - Friday 8 am - 4 pm

