

Delivery choice
that drives **growth**
globally.

asendia

e-PAQ



We're **asendia**. Pleased to meet you.

With over 2,000 dedicated experts in 17 countries, we deliver to 200 destinations across the globe for some of the biggest international retail brands - as well as thousands of fast-growing small businesses.

asendia was formed in 2012 as a joint venture between La Poste (France) and Swiss Post (Switzerland) and has grown ever since into a forward-thinking, smart, and innovative global e-commerce logistics company.

OVER **2000** Employees | **17** Countries | **200 +** Destinations

The foundation of global e-commerce success. **Our key ingredients.**



People & Culture

Excellence made personal

Every client is supported by experts who blend deep market understanding with a human touch, always striving to deliver smarter, better solutions.

We collaborate worldwide as one team.



Network

Agility without limits

We move fast, flex with change, and scale with your ambitions.

Our global, multi-carrier network spans more than 200 destinations - giving you freedom, reach and reliability.

You're never locked in. Just switched on and ready to grow.



Technology

Seamless and scalable

We plug directly into your systems to simplify every step.

Our smart technology empowers you to ship faster, better and with confidence.

Seamless technology means smarter logistics and greater control.

And we're bringing it all together.
Under one main philosophy.

smart-design
by asendia[®]

Global expertise. Local understanding. Designed for you.

At **asendia**, we make global e-commerce feel effortless.

We don't just deliver parcels - we connect brands and shoppers through intelligent, flexible logistics solutions built on experience, technology, and care.

Our philosophy, **smart-design by asendia**[®], brings together our people, technology and network to create solutions that work across borders and evolve with every customer's needs.

From customs and compliance to delivery and returns, we design every journey around what matters most - your business, your shoppers, and the world we all share.

We smart-design your e-commerce across borders.



Connect your brand to shoppers worldwide
with our **smart delivery and returns.**

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Home

Out-of-Home

Returns

Home	e-PAQ Standard	e-PAQ Plus	e-PAQ Select	e-PAQ Elite
Out-of-Home	e-PAQ GO			
Returns	e-PAQ Returns			

e-PAQ

Every retailer is different. That's why e-PAQ is built as a flexible suite of delivery and returns solutions that adapt to your goals and markets.

From fast, tracked Home delivery to convenient Out-of-Home options and cross-border Returns, e-PAQ connects your brand to shoppers worldwide through one smart, integrated system.

Whether you're expanding into new regions or fine-tuning performance in existing ones, e-PAQ gives you confidence, visibility, and control - backed by the expertise and reliability of Asendia.

by asendia

Introducing the e-PAQ difference.

Our core strengths. Your advantage.

e-PAQ



Multi-Carrier Power. We select the right carrier for every parcel - optimising speed, cost, and reliability so you're never locked into one network.



Customs & Compliance Expertise. From declarations to duties, our specialists ensure your shipments move smoothly across borders, avoiding delays and customer frustration.



Tech-Enabled Visibility. Plug in once and track everything. Unified data and real-time updates keep you and your customers informed from checkout to delivery.



Expert-Led. Behind every shipment is a team that knows your market and your customers supporting you as an extension of your business.



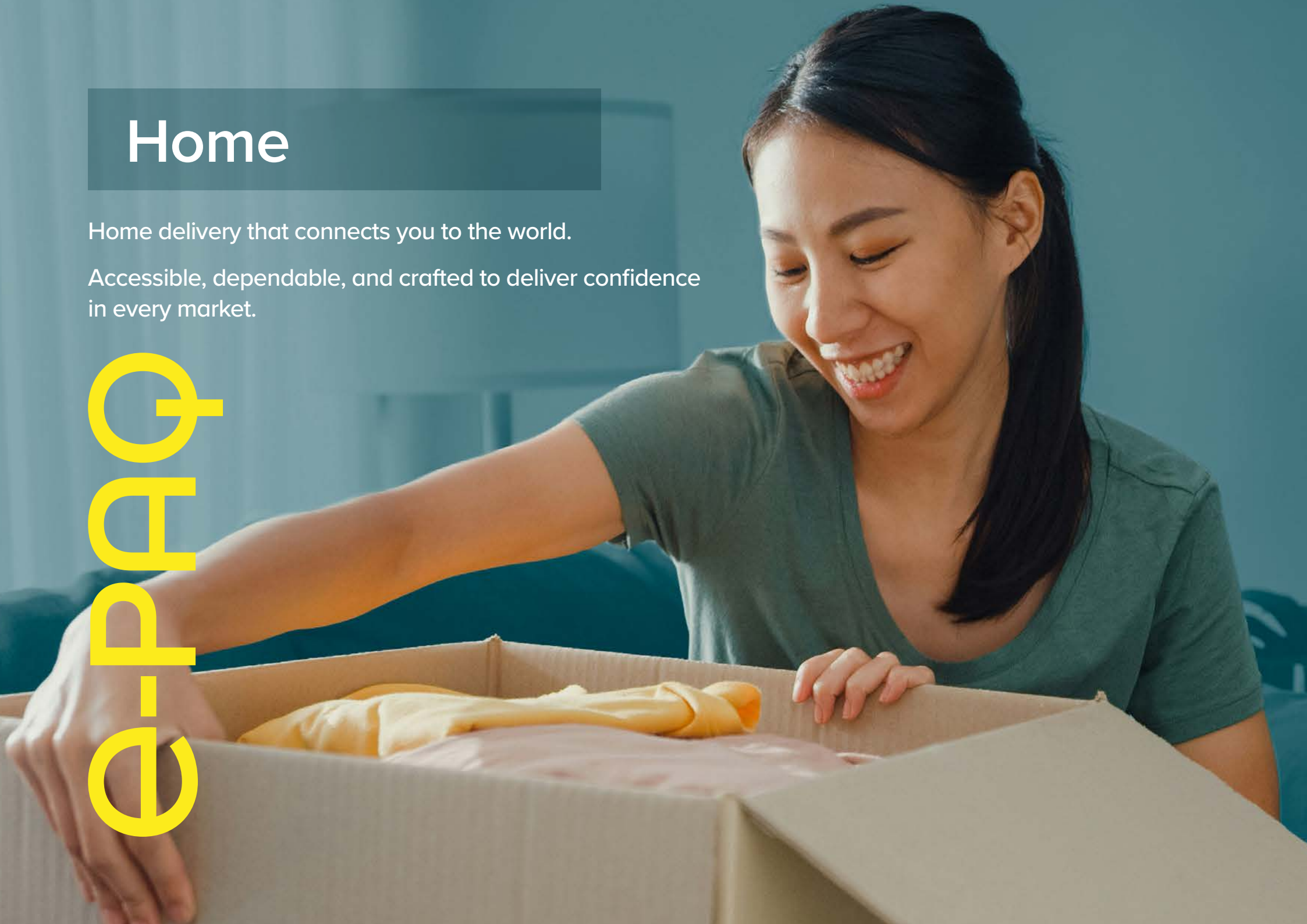
Bespoke Solutions. Every brand is unique. Our flexible logistics model evolves with your business, helping you enter new regions, manage complexity or implement a seamless returns lifecycle.

Home

Home delivery that connects you to the world.

Accessible, dependable, and crafted to deliver confidence in every market.

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Home

e-PAQ Standard

e-PAQ

Simple, affordable, global.

-  Global coverage with delivery by trusted local postal operators.
-  Up to 2 kg parcels, ideal for lightweight e-commerce.
-  Priority and standard options are available, so you can balance cost.
-  Mailbox or local collection - giving shoppers convenient final-mile options.
-  Built-in customs guidance with access to VAT and duty allowances in select markets.
-  Special 'boxable' formats to reduce costs in over 25 destinations.






*Best for untracked postal delivery made easy,
with low cost and global reach.*

Home

e-PAQ Plus

e-PAQ








Budget-friendly with tracking assurance.

-  Full export, import and delivery tracking, so both you and your customers know exactly where parcels are.
-  Worldwide coverage, with reliable delivery by local postal networks.
-  Flexible parcel formats available.
-  Cost-effective customs solutions, with VAT & Duty benefits in certain countries.
-  Special boxable formats to reduce costs in over 25 destinations.

Perfect for retailers who need tracked postal delivery, offering you simplified customs processing.

e-PAQ








Feature-rich. Faster delivery.

-  Fully tracked delivery with an optional signature on receipt.
-  For parcels up to 30 kg to a variety of countries around the globe.
-  Fast delivery windows: 2-5 days regional, 4-9 days intercontinental.
-  Customs prepaid (DDP/DTP) and destination-paid (DAP) options.
-  Economy option available for certain destinations.
-  Extra services, such as in-flight changes, redelivery options and proof of delivery.
-  Last-mile delivery in each country is handled by the best-in-class parcel delivery partners.

Ideal for brands looking for next-gen home delivery, full of features and adapted to every market.

e-PAQ

Premium experience, right on time.

-  Express-style delivery, by a combination of postal and commercial specialists.
-  Up to 30 kg parcels, making it suitable for both light and heavy orders.
-  Ultra-fast timeframes: next-day local, 2-3 days regional, 3-5 days intercontinental.
-  Customs handled seamlessly with prepaid and destination-paid options.
-  Optimised tracking performance with full visibility across every milestone.
-  Additional delivery options like timed deliveries and tailored final-mile solutions.
-  Cost-effective compared to express couriers while developing premium reliability.

Perfect for growing e-tailers who need precision delivery for their most time-critical and valuable shipments.



Out-of-Home

Today's customers value choice and flexibility.

e-PAQ's Out-of-Home solutions give shoppers the freedom to collect parcels where and when it suits them best.

e-PAQ



Out-of-Home

e-PAQ GO

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Trusted out-of-home delivery, wherever your customers are.

- ⚡ Reduce cart abandonment by offering flexible delivery choices at checkout.
- 📦 Consolidate deliveries to out-of-home points for more efficient, lower-cost last mile logistics.
- 📍 Achieve near 100% first attempt success, delivery doesn't rely on being home.
- 🔒 Secure lockers and attended collection points minimise the risk of theft or lost parcels.
- 📦 Customers drop off returns at the same convenient locations, speeding refunds, and building trust.

*More choice with lockers + stores.
More efficiency for your business.*



Returns

A great returns experience keeps customers coming back.

e-PAQ Returns makes it easy to manage global reverse logistics - efficiently and transparently.

e-PAQ








Returns

E-PAQ Returns

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Loyalty after the sale.

-  A clear, convenient returns process reassures shoppers, and drives checkout confidence.
-  Automated scanning and acceptance accelerates refund cycles, improving satisfaction.
-  Shoppers enjoy branded portals, easy drop-off options, and real-time updates.
-  Retailers get reporting and supply chain data, to reduce costs and improve efficiency.
-  With Asendia's extensive network, returns are simple, scalable, and internationally reliable.

*When returns are easy, trust grows
and loyalty follows.*



Go global with us.

Let's grow together, fearlessly.

At **asendia**, we deliver growth.

Our flexible logistics model evolves with your business, helping you enter new regions, manage complexity, and scale sustainably.

We understand that every market, every shopper, and every moment matters.

That's why our global network, expert teams, and technology all work together to simplify cross-border e-commerce - giving you confidence, clarity, and control at every step.

*From China to South Africa, Berlin to New York,
we smart-design your e-commerce across borders.*



**THE WORLD IS
YOUR ADDRESS**

Ready to grow your e-commerce globally? **We're here for you.**