GBP - Ezi Returns Processing fees

Account Fees

Service	Price
Account Set Up Fee	£35.00
This is a one-off fee for setting up an Ezi account, this includes Customer Returns and/or FBA Service accounts.	
Account Fee - Label Portal Only	£22.50 per month
The customer facing Ezi Label Portal is available as a standalone solution for you and your customers to generate labels directly to your own address in your home country. Suitable for sellers not wanting to use the Ezi in-country addresses. Countries and services subject to availability.	
Account fee per month - Europe	£35.00 per month
Includes local in-country Return Addresses shown below, a fully customisable Ezi label portal, returns processing, and our returns management portal. Includes all of our European return addresses in;BE, CH, DE, ES, FR, IRE, IT, NL, POL, PT, SE, UK. Labels also available in other EU countries not listed here.	
Account fee per month - North America & Rest of Worlc	£35.00 per month
Includes local in-country Return Addresses shown below, a fully customisable Ezi Label Portal, returns processing, and our returns management portal. Includes our return addresses in;AUS, CAN, IND, MEX, NZ, UAE, USA.	
Account fee per month - Worldwide	£63.00 per month
Includes all of our local in-country Return Addresses listed in the two regional account types above, a fully customisable Ezi Label Portal, returns processing, and our returns management portal.	

Incoming Fees

	Tier 1	Tier 2	Tier 3
Basic B1 - Scan Tracking ref only	£1.25 per package	£1.05 per package	£1.30 per package
Scan of tracking reference only.			
Basic Service	£1.70 per package	£1.35 per package	£1.85 per package
This is a returns notification service only. We record two pieces of information: The Tracking Reference, and RMA or Order Number from the outside of the package if available. We do not open the packages on this service.			
Standard+ - Includes 1st Item	£2.45 per package	£1.95 per package	£2.70 per package
We record or fetch via our integration: Date received, Tracking number, RMA/Order/Invoice Number if available, Customer Last Name if present, Item Bar Code. If no bar code is present we may record the SKU item name and Quantity. Fee includes 1st item in the package. Each additional item in the same package is charged the additional item fee shown below.			
Plus each additional item in package - Standard+	£0.50 additional item	£0.40 additional item	£0.55 additional item
This fee is for each additional item in the same package.			
Grading - Includes 1st Item	£2.95 per package	£2.35 per package	£3.20 per package
The Grading service includes all that is offered on our Standard+ service, with the addition of a basic visual inspection of the items to report on the condition for resale. Items are graded A, B or C. Supporting notes are added for any issues found on B & C graded items. Restrictions on products suitable for this service apply.			

Plus each additional item for grading in same package	£2.50 additional item	£2.00 additional item	£2.70 additional item
This fee is for each additional item in the same package on the Grading service.			
Photo Standard - Includes 1st Item	£2.95 per package	£2.40 per package	£3.15 per package
Same as Standard+ with the addition of 2 photos			
Plus each additional Item Photo Standard	£2.55 additional item	£2.05 additional item	£2.70 additional item
Fee for each additional item in the same package with 2 photos included			
Photo Grading - Includes 1st item	£3.40 per package	£2.75 per package	£3.65 per package
Same as Grading Service with addition of 2 photos of the 1st item			
Plus each additional item Photo Grading	£3.05 additional item	£2.40 additional item	£3.25 additional item
Fee for each additional item in the same package - 2 photos per item			

Outgoing Fees

Box Prep Fee - Std - up to 20kg Vol weight	£3.90 per box	£3.20 per box	£4.10 per box
Consolidation and box prep for boxes up to 20kg volumetric weight (60x40x40cm or similar)			
Box Prep Fee - Lge >20kg Vol weight	£4.50 per box	£3.65 per box	£4.70 per box
Consolidation and box prep for boxes over 20kg volumetric weight (e.g. 70x50x50cm or similar)			
Pallet Prep Fee / New Pallet Build	£27.50 per pallet	£22.00 per pallet	£30.50 per pallet
Fee for building/preparing a new pallet. Includes Pallet, shrink wrapping, tape & labels applied.			
Transfer of items to EU Consolidation hub - Small items	£0.55	N/A	£0.55
Fee for transfer of small items to our consolidation hub in Germany from other EU hubs for low volume sellers. All your EU returns can then be consolidated and shipped from one location.			
Transfer of items to EU Consolidation hub - Medium ite	£1.10	N/A	£1.10
Fee for transfer of medium sized items to our consolidation hub in Germany from other EU hubs for low volume sellers. All your EU returns can then be consolidated and shipped from one location.			
Transfer of items to EU Consolidation hub - Large Items	£1.55	N/A	£1.55
Fee for transfer of large sized items to our consolidation hub in Germany from other EU hubs for low volume sellers. All your EU returns can then be consolidated and shipped from one location.			
Resell - Fulfillment Order Fee	£1.60	£1.35	£1.80
For 2025 this was the Resell order fee including 1st item, amended for 2026 to be order fee only. Our Resell service is the pick, pack and ship of graded returns to your new customers.			
Resell - Pick & Pack per item	£0.60	£0.50	£0.65
Pick & Pack fee per item for Resell orders. Resell service is the pick, pack and ship of graded returns to your new customers.			
Default Packaging for Re sell orders	£0.40	£0.34	£0.45
Includes small box / mailing bag / other material within price range. Other packaging used will be charged accordingly.			

Other Fees

Box storage per day - XL	£0.10	£0.08	£0.10
Box storage fees are calculated & charged daily.			
Pallet storage per week	£7.00	£7.00	£7.00
Pallet storage shown here is per week. Fees are calculated and charged daily.			
Resell Item Storage fee daily - S	£0.02	£0.02	£0.02
Storage fee for small resell items stored for more than 30 days, calculated per item per day.			
Resell Item Storage fee daily - M	£0.03	£0.03	£0.03
Storage fee for medium resell items stored for more than 30 days, calculated per item per day.			
Resell Item Storage fee daily - L	£0.05	£0.05	£0.05
Storage fee for large resell items stored for more than 30 days, calculated per item per day.			
Labeling / barcoding per item of new fulfillment stock	£0.40	£0.40	£0.40
For printing and applying new labels to products that arrive as fulfillment stock that is not labelled. Note a minimum charge applies for requests with less than 15 labels.			
Disposal - Category A per item	£0.55	£0.44	£0.60
Our disposal fees are subject to approval and conditions regarding product type, size, and weight limitations. Examples of Category A (small sized) products include jewellery, watches, phone cases, etc.			
Disposal - Category B per item	£1.05	£0.80	£1.10
Our disposal fees are subject to approval and conditions regarding product type, size, and weight limitations. Examples of Category B (medium sized) products include t-shirts, fashion accessories, lightweight clothing, shoes, etc.			
Disposal - Category C per item	£1.65	£1.30	£1.70
Our disposal fees are subject to approval and conditions regarding product type, size, and weight limitations. Examples of Category C (larger sized) products include bulky clothing, large boots, homewares, etc.			
Oversized Item surcharge	£2.00	£1.60	£2.10
Oversized Item surcharge applies to items received in customer returns packages over 1.20m and/or >5kg.			
Labour charges for other work per hour	£35.20	£28.50	£42.00
For other work performed as required and not normally covered by other fees, charged to the quarter hour.			