



# iFoundIt Door to Door Courier Return

**We created this return option to provide complete anonymity between the Finder and Item Owner, as well as make the return of the lost item completely seamless for both parties.**



## How It Works

- 1 The Finder selects this return option whilst filling out the found report**  
By doing so they agree to take the item they have found back to their place of residence, from where it will be collected by our trusted courier partner.
- 2 Item Owner Informed**  
Upon submission of the found report, the Item Owner will be informed that someone has found their item, and that the Finder has selected this as a preferred return option.
- 3 Item Owner Confirmation**  
The Item Owner then uses a Return Shipping credit to confirm this return option via our platform.
- 4 Contact**  
Once we receive confirmation from the Item Owner, the Finder will be contacted by iFoundIt to obtain the collection address.
- 5 Package and Protect**  
Please package the item securely before collection. Use a box or padded envelope, seal it well, and add padding if it's fragile. Couriers may refuse pickup if the packaging is unsafe.
- Collection**  
We will organise the collection of the item from the Finders address and deliver it directly to the Item Owners address. Delivery of the item is usually within 24 hours of collection.