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Montreal Virtual Office: Can It Receive Ecommerce Returns?

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Executive Summary

A Montreal virtual office, commercial mailbox or business address can keep a home address off customer-facing paperwork, but accepting a letter is not the same as receiving, inspecting and restocking a returned box. This report treats the question "can it receive ecommerce returns?" as a written-permission test for each parcel, each carrier and each post-arrival step, and it separates the six address roles that a small online store uses. As of November 2026, the answer is "sometimes, for specific parcels, and only if the provider confirms it in writing."

Published provider terms vary widely. One Montreal-area listing includes **2 parcel-storage days** in a plan priced at **24.95 EUR per month** excluding VAT, with no stated size, weight or signature terms (clevver.io). A McGill College listing advertises mail and package receipt "in most locations" and a **6-month minimum term** but publishes no parcel limits (davincivirtual.com). Regus states that packages may not be available in some territories (regus.com). The publisher of this report, 2727 Coworking, offers a Montreal business address focused on standard letter mail; it does not accept parcels, and sellers should read its current terms before relying on it for goods.

Carrier rules then decide what can arrive. Canada Post holds a carded parcel for **15 calendar days** before returning it to the sender (canadapost-postescanada.ca), Purolator and FedEx hold for **5 business days** (purolator.com) (fedex.com), and UPS, FedEx and Purolator do not deliver to post office boxes (assets.ups.com) (fedex.com) (purolator.com). Shopify's current help page covers return-label purchases for fulfillment locations in the United States or Canada, but a PO box is not a valid return address on those labels (help.shopify.com).

Cost evidence is thin. Canadian fulfillment providers publish structures (a flat fee per return at ShipBob, per-carton pricing at ShipMonk) rather than rate cards, and one Canadian provider's planning range is **CAD $2.25 to $7.50** per returned unit for inspection and disposition (evolutionfulfillment.com). The National Retail

Federation estimated that **19.3%** of online sales would be returned in 2025, from a large-US-merchant sample (nrf.com). No Canadian small-merchant benchmark exists in the sources reviewed, so the worksheet below uses merchant-entered inputs and labeled hypothetical numbers.

The recommendation is conditional. Use a mailbox for the professional address and ordinary correspondence. Send physical returns to a mailbox only after the provider accepts the actual product, carrier and weight in writing, states storage days and fees, and confirms who may collect. Otherwise, separate the roles: keep the professional address public and route goods to your own premises or a fulfillment partner.

Introduction and Background

Montreal sellers who run a Shopify or independent store from home often want a professional address so that a personal address is not printed on a parcel or a policy page. Address privacy is the motivation; the operational decision is where goods can physically arrive and what happens after acceptance. A provider that takes a box through the door may not open it, photograph it, shelve it, consolidate it, restock it or dispose of it. Those are separate services, and each needs its own written permission.

This report is an operations explainer. It deliberately does not repeat the legality of online-store return policies, the disclosure of a street address on a website, identity checks for payment providers, or marketplace tax registration, which are separate topics. It does not rate any single provider; where it calls a mailbox unsuitable, that is a decision rule applied to missing or negative written answers. It records dated, published terms and flags unanswered fields as **Unknown** rather than zero.

The research drew on carrier help and terms pages, Shopify documentation, Quebec and federal registry guidance, and provider pages for virtual offices, mailbox stores and fulfillment services, all opened in November 2026. Three limits apply. First, many provider pages are location-template pages, so a published feature may not apply at a specific building. Second, prices appear in mixed currencies and with inconsistent tax statements. Third, no independent measurement of provider processing speed, loss rates or savings was found, so none is reported.

On positioning: 2727 Coworking, the publisher, is a direct provider of desks, offices, meeting rooms and business addresses in Montreal, and appears as a row in the comparison table below with the scope it describes for itself. It is not described here as a parcel-receiving or returns-processing service.

Six Address Roles and What "Receiving" Means

A single street address can play up to six different roles, and a mailbox may be suitable for some and not others. The distinction matters because the same word, "return address," is used for several things.

- **Legal business address.** In the Quebec enterprise register, the domicile of a legal person is the address of its head office (quebec.ca), while for a sole proprietorship it is the owner's home address (quebec.ca). The register also records a separate address for the person mandated to receive enterprise documents (quebec.ca). Whether a commercial mailbox qualifies as a head office is not answered by the pages reviewed, so confirm with the registrar or a qualified professional.

- **Published customer contact address.** Quebec's consumer protection office tells merchants that a distance contract requires disclosing the business name, address and telephone number (opc.gouv.qc.ca). The legal detail belongs to the dedicated address-disclosure and return-policy coverage.
- **Shipping origin.** On Shopify, the location address is the label's origin and return address, and it "is displayed only on shipping labels" unless the merchant adds it elsewhere (help.shopify.com). Editing it affects only labels bought afterward (help.shopify.com).
- **Failed-delivery return-to-sender address.** Canada Post treats a parcel as return to sender when the address is incomplete or does not exist (canadapost-postescanada.ca), and the shipper pays those fees. Shopify's UPS Canada page indicates that a UPS-registered return address, not the label's, receives undeliverable shipments (help.shopify.com).
- **Customer return destination.** The place a customer's box is sent. It is the role that most needs a staffed receiving desk.
- **Inventory or fulfillment location.** Where stock sits. The Canada Revenue Agency's business-number guidance itself distinguishes several addresses, including branch, office, books and records, and product storage (canada.ca).

Receiving versus processing

For this report, **receipt** means a person signs for or accepts a carrier handoff and logs it. **Processing** means any later step: opening, inspecting, photographing, restocking, refurbishing, consolidating, disposing or refunding. One Canadian fulfillment provider lists the steps a returns service may include as inspection, restocking, repackaging, quarantine, disposal, photos and customer-service handling, without a per-return price (247fulfillment.co). Another describes reverse logistics as returns processing, inspection, refurbishment and restocking (metroscg.com). Virtual-office and mailbox pages reviewed did not list any of these processing steps, so for those routes they are **Unknown** until confirmed.

Receiving Capability Matrix by Route

Table 1 below summarizes what each route publishes as of November 2026. A cell reading "Unknown" means the page reviewed did not state it; that is not evidence of refusal or acceptance. Currencies and tax statements are as printed.

Route	Location and page date	Parcels and carriers	Storage and fees	Not published (Unknown)
2727 Coworking (publisher, Montreal business address)	Montreal; terms reviewed October 2026	Per the publisher's own service terms as reviewed in October 2026: standard letter mail; parcels and signature items not accepted; no mail forwarding. This is the publisher's own description and not independent evidence; verify the current terms with the publisher before purchase.	Not applicable to parcels	Any parcel service. None is claimed here.

Route	Location and page date	Parcels and carriers	Storage and fees	Not published (Unknown)
Clevver (virtual office, Montreal-area, Av Avro)	Full street number shown only after booking (clevver.io)	Parcel receipt listed; carriers not stated	2 parcel-storage days and 5 letter days in a 12-month plan at 24.95 EUR per month (clevver.io); prices exclude VAT (clevver.io); minimum term 3 months (clevver.io)	Fees after storage days, size, weight, signatures, excluded goods
Davinci Virtual / Regus (McGill College)	Regus centre at McGill College (details below)	"Mail & package receipt" with a locking mailbox "in most locations" (davincivirtual.com)	6-month minimum; weekly forwarding $50 per month (USD, listing); pick-up fee $13 per month (davincivirtual.com)	Site-level parcel limits, storage days, per-package fee, signatures
Regus Montreal page	Page states pricing correct as of November 2026 (regus.com)	Packages "may not be available in some territories" (regus.com)	Forwarding incurs additional charges (regus.com)	Centre-level package terms, storage, size
Spaces Montreal page	Template page	Forwarding and scanning "may incur additional charges" (spacesworks.com)	Not stated	Receipt scope, storage, limits
PostScan Mail (Montreal listing, Rue Villeneuve O)	Currency and tax not stated	Lists receiving mail from all carriers (postscanmail.com)	Storage after the free period at $0.10 per pound per day (postscanmail.com); oversize rule above 25 lb or 110 inches (postscanmail.com); forwarding $2.00 first item then $0.50 (postscanmail.com)	Fee schedule is shared across listings; Canadian applicability unconfirmed
The UPS Store mailbox	Franchise pages; Montreal store pages list no prices	Package acceptance from all shipping carriers (theupsstore.ca); street address rather than only a PO box (theupsstore.ca)	Holding and forwarding may carry additional fees; Montreal prices not published	Montreal fees, size limits, storage days
Canada Post PO box	Postal service	Canada Post may leave a notice card when an item is too large for the box (canadapost-postescanada.ca)	Not applicable	Private-carrier acceptance: see *Table 2*

Route	Location and page date	Parcels and carriers	Storage and fees	Not published (Unknown)
Fulfillment partner	Varies	Structured receiving, inspection and restocking	Structure only: ShipBob states a flat fee per return (shipbob.com)	Rate for a Montreal seller; minimums

Two conclusions follow. First, no published page reviewed states, for a Montreal virtual office, all of the fields a returns decision needs (courier acceptance, size and weight, signatures, excluded goods, storage period and fee, authorized pickup, and post-arrival services). Second, the closest to a general-purpose receiving address is the mailbox-store model, whose own pages say it accepts packages from all carriers and charges extra for holding and forwarding (theupsstore.ca). Even there, Montreal fees are unpublished. A non-Montreal store page lists mailbox terms in 3, 6 and 12-month blocks (theupsstore.ca), which shows the structure but should not be read as a Montreal price.

Where the Davinci and Regus data stop

The McGill College listing ties to a Regus centre and its feature list is a template (davincivirtual.com). The "in most locations" wording means that an operator must confirm the exact building. The same caution applies to Regus's Montreal page, which states that limitations and restrictions apply to packages (regus.com). Mark both **site-level confirmation pending** until a written answer arrives.

Carrier Rules That Decide Whether a Box Arrives

A mailbox provider's policy is only half of the constraint. Carriers decide how many delivery attempts occur, whether a signature is needed, how long a parcel waits, and where it goes if nobody accepts it. *Table 2* collects published figures for Canadian domestic service.

Carrier	Size and weight	Attempts and hold	PO box	Signature and ID
Canada Post	Maximum 2 m per side, 3 m length plus girth, 30 kg (canadapost-postescanada.ca)	Notice card, then 15 calendar days at the post office, then return to sender (canadapost-postescanada.ca)	Delivers if the item fits; otherwise a card (canadapost-postescanada.ca)	Pickup by the addressee, a co-habitant or an authorized representative (canadapost-postescanada.ca)
Purolator	Pieces over 150 lb (about 68 kg) not accepted (purolator.com)	Business: up to three attempts (purolator.com); residential: one attempt (purolator.com); hold up to 5 business days (purolator.com)	Does not deliver to PO boxes (purolator.com)	Adult signature collected after government photo ID (eshiponline.purolator.com)
UPS Canada	Up to 150 lb (ups.com); 165 inches length plus girth (ups.com)	Second or third attempt at UPS's discretion (assets.ups.com); refused packages go back at the payer's expense (assets.ups.com)	Cannot deliver to a PO box (assets.ups.com)	Not covered in sources reviewed

Carrier	Size and weight	Attempts and hold	PO box	Signature and ID
FedEx Canada	Ground up to 150 lb each (fedex.com)	Hold up to 5 business days before return (fedex.com)	Packages cannot be delivered to post office boxes (fedex.com)	Adult signature: recipient 19 or older with photo ID (fedex.com)

Table 2 shows that holds range from 5 business days (Purolator, FedEx) to 15 calendar days (Canada Post), and that a provider's included storage period can be shorter than a carrier's hold. For instance, a mailbox with 2 included parcel days cannot absorb a weekly pickup cadence without fees, while a carrier may still be holding the item elsewhere. A "residential" classification can also matter: UPS treats an address that could be read as residential or commercial as residential (assets.ups.com), and FedEx's service guide includes a business operated from a home in its residential definition (fedex.com). FedEx lists a 2026 residential delivery surcharge and an address-correction charge in its rate-change page (fedex.com); both are paid by the shipper, which in a return flow may be the customer or the merchant depending on the label.

Signatures and collection

Signature rules create the most common mismatch. Canada Post will hand a carded item only to the addressee, a co-habitant or an authorized representative, and a person collecting for someone else needs their own ID. When the addressee is a store name at a shared address, the provider must be prepared to sign. A merchant who does not need a signature on a return label can often avoid this, but a provider that cannot accept any signature item leaves a gap whenever a carrier attempts one.

The Return Journey and the Label Workflow

A return has eight stages, and a provider can cover some without covering the rest: customer authorization, carrier receipt, notification, custody, inspection location, restock or disposal, refund trigger and exception escalation. The sequence below is a checklist, not a benchmark of any provider.

1. **Authorization.** The customer requests a return and receives a label or code. On Shopify, merchants can let customers buy their own return label, or upload their own label file when approving a self-serve return (help.shopify.com).
2. **Carrier handoff.** The parcel is dropped at a carrier point. Canada Post advertises 30,000 or more consumer drop-off points (canadapost-postescanada.ca), and Purolator advertises label-free returns through a QR code at participating retail locations (purolator.com).
3. **Delivery attempt and receipt.** See *Table 2*. If no one accepts, the carrier's hold clock starts.
4. **Notification and custody.** A provider notes the arrival; the clock for included storage days begins. Confirm what counts as a day.
5. **Inspection.** Opening, photographing and grading. Typically absent from mailbox terms; present in fulfillment services. One US-based provider describes a 48-hour standard disposition target for high-volume operations (dclcorp.com) and inspection that can take 1 to 5 days (dclcorp.com). Those are US-based, vendor-described figures, not Canadian benchmarks.

6. **Restock or disposal.** In the Shopify admin, processing a return includes choosing a location at which to restock each item (help.shopify.com). The admin step records inventory; it does not move a physical box.
7. **Refund.** Shopify applies the return shipping fee the first time a return is processed (help.shopify.com). Refund obligations are covered by the dedicated return-policy coverage; for a distance-contract cancellation, Quebec's consumer office states the merchant bears the reasonable cost of returning the goods (opc.gouv.qc.ca).
8. **Exceptions.** Damaged, wrong, refused or unclaimed parcels. Canada Post returns a refused or unclaimed item to the sender with charges (canadapost-postescanada.ca), and those return-to-sender fees are based on the greater of actual or volumetric weight (canadapost-postescanada.ca).

Canadian label options

Shopify's help page on return labels names fulfillment locations in the United States or Canada (help.shopify.com). Shopify updates this page over time, so merchants should re-check the supported fulfillment locations on the day they configure labels. Details on that page and its carrier pages include:

- **Domestic only.** Native return labels cannot be bought for returns between the United States and Canada (help.shopify.com).
- **Billing.** Return labels use pay-on-scan billing (help.shopify.com), and Shopify cannot automatically charge the customer for the label cost (help.shopify.com).
- **Canada Post.** Shopify states that Canada Post return labels cannot be bought through a merchant's own connected Canada Post account (help.shopify.com), and the weight cap is 66 lb (30 kg) (help.shopify.com).
- **UPS.** The UPS Canada page lists five services (help.shopify.com) and states that UPS package pickups are not available through Shopify in Canada (help.shopify.com).
- **Address validity.** PO boxes are not valid return addresses on Shopify labels (help.shopify.com). Whether a mailbox street address with a unit or PMB number passes validation is **Unknown** and should be tested.

Outside Shopify's native labels, merchants can use carrier tools or returns apps. Canada Post's Business Desktop help says Return Service labels are available for Priority Next A.M., Xpresspost and Expedited Parcel (canadapost-postescanada.ca) and that shipping charges apply only if the customer uses the label (canadapost-postescanada.ca). The current Manage Returns tool is for customers with a parcel agreement that includes returns (canadapost-postescanada.ca). Purolator return labels require a Purolator account and are domestic only (purolator.com); FedEx assesses no charge until a return label is used (fedex.com); UPS lets shippers pre-print return labels with outbound labels (ups.com). Legacy interface names should be checked against the current carrier tool. Returns apps publish their own terms: AfterShip says it generates labels with pre-negotiated carrier rates (aftership.com) and has a Canada Post integration with auto-restock (aftership.com), and Loop states that free-plan eligibility depends on order and return volume (loopreturns.com).

What to avoid

Do not assume that Canada Post mail forwarding rescues a mailbox: its terms exclude parcels sent by Priority, Xpresspost, Expedited Parcel and Regular Parcel (canadapost-postescanada.ca) and mail addressed through privately administered mail boxes.

Costs and Practical Capacity

The cost of one return is the sum of a few components, and the monthly total adds fixed fees once. Blank inputs are **Unknown**, not zero.

- **Cost per return** = carrier return postage + receipt handling + storage beyond included days + pickup or onward transport + inspection, restock or disposal cost.
- **Monthly total** = fixed service fee + (returns per month × variable cost per return). Do not count a fee in both places.
- **Boxes awaiting pickup** (steady flow) = daily arrivals × days before collection. This holds only if arrivals are roughly even.
- **Peak scenario** = merchant-entered return count for the campaign week, not an industry average.

Fees to enter come from the provider's written quote. Published structures are illustrations only. Canada Post states that Return to Sender fees are the shipper's and depend on weight and distance (canadapost-postescanada.ca), and peak-season surcharges run from November 2, 2026 to January 10, 2027 (canadapost-postescanada.ca), which overlaps the holiday return window. Canada Post's own report text notes that returns carry labour, transportation and inspection costs even when items come back in good condition (canadapost-postescanada.ca).

Table 3 is an editable worksheet with a labeled hypothetical case.

Input	Your value	Hypothetical Example (not a benchmark)
Returns per month	*enter*	40
Daily arrivals (returns ÷ 30)	*calculate*	1.33
Days before collection (cadence)	*enter*	Weekly pickup: average wait 3.5, worst case 7
Included storage days	*enter from quote*	2
Carrier return postage per return (ex-tax)	*enter*	$12.00
Receipt handling per parcel	*enter or Unknown*	$2.00
Storage beyond included days per parcel	*enter or Unknown*	$1.00
Pickup or onward transport per return	*enter*	$0.00 (owner collects)
Inspection, restock or disposal per return	*enter*	$3.00
Fixed monthly service fee	*enter*	$30.00

Input	Your value	Hypothetical Example (not a benchmark)
Cost per return	sum of variable lines	**$18.00**
Monthly total	fixed + returns × variable	**$750.00**
Boxes on shelf, average	arrivals × average wait	**4.7**
Boxes on shelf, worst case	arrivals × 7 days	**9.3**

In the hypothetical, 40 returns at $18.00 plus a $30.00 fixed fee gives $750.00 per month. With weekly pickup, a box can wait up to 7 days against 2 included days, so most boxes would incur the storage line; the shelf count of about 5 to 9 boxes shows the capacity the provider must hold. If a provider caps boxes or sizes, the worst case matters more than the average. All figures are placeholders chosen for arithmetic, not provider prices, and nothing in this report implies that any provider charges these amounts.

Published reference points

- **Mailbox store.** One non-Montreal (Calgary) store page lists a business mailbox at $190 for 3 months and $410 for 12 months, taxes excluded (theupsstore.ca); Montreal fees were not published, so this is a structure example only.
- **Virtual office add-ons.** A McGill College listing shows forwarding and pick-up add-ons in USD per month, as in *Table 1*.
- **Fulfillment returns.** One Canadian 3PL (third-party logistics provider) guide gives CAD $2.25 to $7.50 per returned unit for inspection and disposition (evolutionfulfillment.com), and a Canadian warehouse broker gives a Montreal shared-3PL storage range of $11 to $22 per pallet per month (warehousebridge.ca). These are planning ranges, not rate cards.
- **Minimums.** The same Canadian 3PL guide cites typical monthly minimums of CAD $2,500 to $12,000 or more (evolutionfulfillment.com), and the broker states that most 3PLs will not onboard a client storing fewer than 25 to 50 pallets (warehousebridge.ca). A very small store may therefore fall below a fulfillment partner's practical threshold, which is why a mailbox or home receipt is often considered first.

Virtual office versus warehouse for returns

A warehouse or 3PL is built for inbound returns with structured receiving; ShipBob, for example, applies its return fee when the return physically arrives at its fulfillment center (shipbob.com), and ShipMonk lists fees per carton and additional items (shipmonk.com). ShipBob's Montreal page states that it can ship to Montreal from any of its fulfillment centers (shipbob.com). The tradeoff is a fixed minimum and a stock transfer, versus a low-cost address that may not process anything.

Trial Protocol, Written Evidence and Provider Questions

Before printing a label, run a proposed test. This is a test design, not provider benchmark data.

1. **Choose a permitted low-value item** that matches the real product's carrier, rough weight and signature setting, and is not excluded goods. Canada Post, for example, lists dangerous goods as unacceptable (canadapost-postescanada.ca).
2. **Send it** by each carrier you will actually use, with the signature option you will actually use, to the exact address (unit or PMB number included).
3. **Record dates:** carrier delivery time, provider notification time, storage days charged, and collection time.
4. **Keep written evidence:** the provider's reply to each question below, the invoice line items, photos of the received box, and the carrier tracking page.
5. **Decide** using the worksheet and the exceptions you saw.

Bilingual provider question template

Ask in the language the provider uses; the English and French pairs below carry the same meaning. Quebec's language guidance lists French drafting of consumer contracts, invoices, receipts and other consumer documents (quebec.ca); whether return instructions fall within that wording is not stated on the page, so treat bilingual instructions as a prudent practice and verify with a professional.

- **Carriers.** Do you accept Canada Post, Purolator, UPS and FedEx parcels? / Acceptez-vous les colis de Postes Canada, Purolator, UPS et FedEx?
- **Size and weight.** What is the maximum weight and size per parcel? / Quel est le poids et le format maximal par colis?
- **Signatures.** Can staff sign for signature-required and adult-signature items? / Pouvez-vous signer pour les colis avec signature?
- **Storage.** How many days are included, how is a day counted, and what is the fee afterward? / Combien de jours de garde sont inclus et quels sont les frais ensuite?
- **Excluded goods.** Which goods do you refuse? / Quels produits refusez-vous?
- **Processing.** Will staff open, inspect, photograph, restock or dispose of a box? / Le personnel peut-il ouvrir, inspecter, photographier ou jeter un colis?
- **Pickup.** Who may collect, with what ID, and when? / Qui peut récupérer les colis, avec quelle pièce d'identité?
- **Loss and cancellation.** What is the liability for loss or damage, and what happens to goods after cancellation? / Quelle est la responsabilité en cas de perte, et que deviennent les colis après l'annulation?
- **Return to sender.** If a parcel is refused, who pays and where does it go? / Si un colis est refusé, qui paie et où va-t-il?

Data Analysis and Evidence

The evidence base for return volumes is mostly large-retailer or carrier-sponsored. The figures below are context for sizing the worksheet, not forecasts for a small Montreal store.

- **US retail returns (NRF and Happy Returns, 2025).** Retailers estimated that 15.8% of annual sales would be returned, about $849.9 billion (nrf.com), and an estimated 19.3% of online sales (nrf.com). The samples were 2,006 consumers who had returned an online purchase (nrf.com) and 358 professionals at US merchants with over $500 million in revenue (nrf.com). The retailers' estimate is not Canadian and not small-merchant. Of retailers that charge for returns, 40% cite higher processing costs (nrf.com).
- **Canadian shoppers (Canada Post, May 2022 study).** In a Canada Post survey of 5,000 Canadians (canadapost.ca), 48% of online shoppers returned an online purchase in the past year, against 37% in 2019 (canadapost.ca). The sponsor is a carrier that sells returns services.
- **Ease of return (Canada Post, 2023 eShopper Survey).** The carrier's page reports that 70% say they buy more from brands that make returns easy (canadapost-postescanada.ca); the page does not state a sample size.
- **Canadian online retail (Statistics Canada).** Seasonally adjusted retail e-commerce sales were $5.6 billion in August 2026, 7.6% of retail trade (statcan.gc.ca); the series excludes items such as travel bookings and ticket purchases (statcan.gc.ca).

(Hypothetical Example) If a store shipped 400 orders a month and a return share like the NRF online estimate applied, the count would be about 77. That arithmetic is only a starting point for a merchant-entered input, because the NRF sample is large US retailers and product categories differ widely. No source reviewed reports a Montreal small-store return rate, a provider processing speed, or a saving from using a mailbox, so none is claimed. Search-demand data for the exact topic is also very small or unavailable, so demand for this decision is not quantified here.

Implications and Future Directions

Three practical implications follow from the dated evidence.

First, the professional address and the returns destination are different decisions. A mailbox can serve the first well even when its terms do not support the second. Separating them lets a seller keep a private home address off public materials while sending goods to a place that can handle them, such as home receipt on a controlled schedule, a mailbox store with a published all-carrier policy and agreed storage terms, or a fulfillment partner.

Second, the timing matters. Peak-season surcharges at Canada Post begin November 2, 2026, and holiday returns follow holiday orders. A seller who sets return instructions before a campaign should run the trial earlier, since storage-day limits are shorter than some carrier holds. That timing is a planning hypothesis, not a measured seasonal pattern.

Third, the tool landscape changes. Shopify's native return label page should be re-checked for supported fulfillment locations, and app pricing and plan limits differ between vendor pages and app-store listings. Re-check carrier and app terms before each campaign, and re-ask the provider whenever a product line, carrier or weight band changes. Customer-facing updates should be short: a French and English instruction that gives the new return destination, the authorization step and the label type, with the legal content linked from the existing return-policy and address-disclosure coverage.

Frequently Asked Questions (FAQs)

Can a virtual office receive packages in Montreal? Some can, but the terms differ. Published pages reviewed range from "mail & package receipt in most locations" with no stated limits to a listing with 2 parcel-storage days (see *Table 1*). Some providers handle letters only. Confirm in writing for your product.

Does parcel acceptance matter if the carrier cannot deliver to the address? Carrier rules apply first: UPS, FedEx and Purolator do not deliver to PO boxes (purolator.com) (fedex.com), so a street address with a unit number is needed.

What should an ecommerce returns address in Montreal be? The place that can receive, hold and process the specific product. For many small stores that is the owner's premises or a fulfillment partner; the mailbox is the public address.

What package handling fees do virtual offices charge? They vary by structure: per-day storage per pound at one listing ($0.10 per pound per day, currency not stated) (postscanmail.com), add-on forwarding fees at another, and unpublished fees elsewhere.

What does Montreal virtual office mail and parcel forwarding cost? Published examples include $30 to $90 per month for forwarding plans on a McGill College listing (USD, with postage extra) (davincivirtual.com) and Regus noting additional charges without amounts (see *Table 1*). Canada Post's own forwarding service excludes parcels (canadapost-postescanada.ca).

Does a virtual office accept Canada Post and courier parcels? Only if it says so for each carrier. One mailbox-store page says it accepts packages from all carriers (theupsstore.ca); others do not name carriers.

Virtual office or warehouse for ecommerce returns? A warehouse offers structured receiving but may have minimums; a virtual office offers an address, sometimes without processing. See the cost section for the worksheet.

What is the ecommerce returns cost per parcel? Use the worksheet: postage, handling, storage beyond included days, onward transport and inspection, added per return, plus fixed fees once a month.

Conclusion

A professional Montreal address and a returns destination are separate decisions. For ordinary correspondence, a mailbox or virtual office can protect a home address. For goods, the test is narrow: the provider must accept the specific product, from the specific carriers, at the specific weight, with the signature setting in use, hold it for a stated number of days at a stated fee, release it to a named person, and say what it will or will not do with the box.

On the dated evidence, no Montreal virtual-office page reviewed publishes all of those answers, and several publish short storage periods or none. The publisher of this report focuses on letter mail at its business address and does not offer a parcel service. When the answers are unknown or negative, the decision rule is that a mailbox whose written answers are missing or negative is unsuitable for returns (a rule for the seller, not a verdict on any provider), and goods should go to a controlled premises or a fulfillment partner while the mailbox serves the public-facing address.

The worksheet turns the choice into arithmetic: enter your own return count, carrier postage, handling, storage and fixed fees, and compare the monthly totals across routes. Run the low-value trial, keep the written answers, and re-check the terms before each campaign. Legal questions about the registered address, return policy or consumer obligations should go to the relevant official guidance or a qualified professional.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

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2. https://www.davincivirtual.com/loc/ca/quebec/montreal-virtual-offices/facility-5847
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THE PUBLISHER

About 2727 Coworking

2727 Coworking is a Montreal workspace and business-address provider. We serve people who need a place to focus, meet, run a small business or establish a professional mailing presence. Our website offers English and French information about workspace options and services, alongside educational resources for operating a business in Canada.

A workspace that fits the day

Our workspace options include private offices, day passes and desks, and a conference room. These formats help individuals and teams compare a dedicated office with more flexible ways to work or hold a meeting. Prospective members can explore the virtual tour, review current pricing and book a visit before choosing a workspace.

Business addresses and mail

2727 Coworking provides business-address and virtual-mailbox services. Our resources explain the documents and practical questions involved, including guidance for people outside Canada. Service eligibility, included features, availability and access arrangements should be confirmed on the applicable service page or with our team.

Resources for Canadian small businesses

We publish guides, research and planning tools about workspace decisions, business addresses and starting a business in Canada. Our incorporation research includes information for people inside Canada and abroad, with jurisdiction-specific material to help readers identify the next questions to investigate. These educational resources complement our workspace and address services; they are not individualized legal, tax or immigration advice.

Visit or contact 2727 Coworking

Explore private offices, day passes and desks, the conference room, business addresses and virtual mailboxes. Book a visit or contact the team to discuss your needs.

A business address alone does not establish tax residence, immigration status, banking approval or eligibility for a government program.

Website: https://2727coworking.com

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