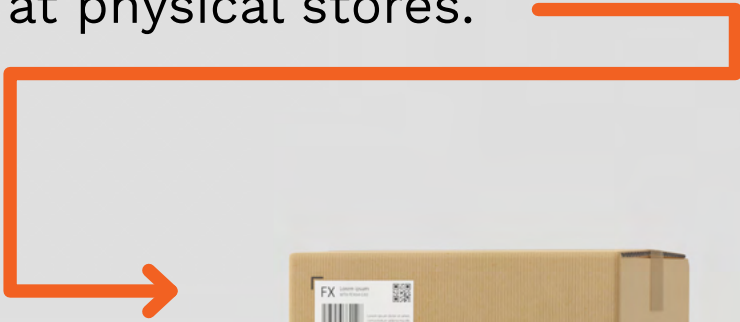


eCommerce purchases are returned at the rate of goods purchased at physical stores. **3X**



The cost of returns has grown to **as much as 50%** of the cost of goods sold for E-Commerce companies.

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**Frictionless Returns:**

The Missing Piece of the E-Commerce Experience.

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The cost of processing returns is out of control for many E-commerce operations. **Learn how to deal with it.**

## Has E-Commerce Become **Consumer Charity?**

Larger E-commerce operators like Amazon and Walmart are in many cases letting consumers keep products slated for return **while providing full refunds!**

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Are you counting on **self service options** to reduce the cost of e-commerce returns?

Customer self service cost savings applies to **less than 30%** of all E-Commerce returns!



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Throw your E-Commerce operation a life-line by **reducing the cost of returns.**

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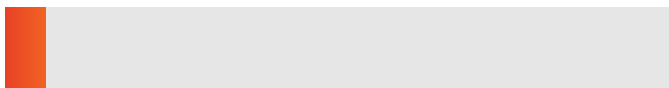
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# Only 6%



of e-commerce operations have a modern, purpose-built system for processing merchandise returns.



Maybe that's why the cost of processing returns has grown to **as much as 50% of the cost of goods sold** for E-Commerce companies.

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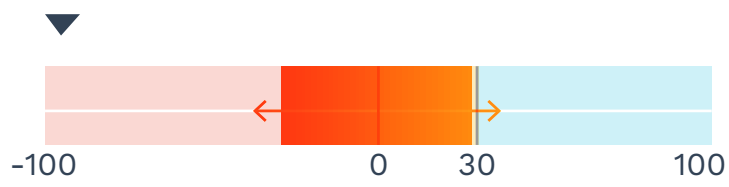
The London School of Economics reports a **1% increase in gross revenue for each 7% improvement** in your Net Promoter Score

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The difference between a positive returns management experience can result in a **57 point swing** in your Net Promoter Score!







**70%**

of e-commerce executives are

**dissatisfied**

with their

**returns process.**



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**94% of larger e-commerce operations** are managing merchandise returns with the **wrong software tools.**

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## Interested in reducing the **biggest cost drivers** in product returns?

Review the best practices for managing:



Labor Costs



Customer Service Costs



Processing Returns to Inventory



Reducing Unsellable Returns

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Would you like to examine the **best practices?**



74%



of e-commerce executives stated an automated returns process would **save money** and **improve the satisfaction** for employees and customers!

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## We interviewed some of the largest retailers including:

- Ace Hardware
- Home Depot
- Bed Bath & Beyond
- Weber
- Crate & Barrel
- (And 45 More)

### They want:



To **control the cost** of product returns



To improve **self-service return** options



Options to **automate the returns process**



What do e-Commerce executives running **best-in-class operations** know about reverse logistics that could help **YOUR organization?**

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### Frictionless Returns:

The Missing Piece of the E-Commerce Experience.

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