



Do you offer an easy returns solution?

Convenient returns are crucial for driving online sales. For example, in Spain, 62% say they only buy from ecommerce stores that offer free returns. Around half of shoppers in France, Germany, the Netherlands, the UK, and Austria also don't like to pay for returns. Also, most shoppers across Europe (75%+) want a return label included in their parcel rather than having to print one out themselves. Overall, a clear and easy-to-understand return process will build trust with potential customers, making them more likely to click that all-important "buy now" button.

MAKE RETURNS HASSLE-FREE

As quickly as customers expect to receive their delivery, they also expect to be able to simply and quickly return any unwanted items.

It's a huge consideration in shoppers' path to purchase. We can support with return shipments, easing the pressure from your customer service team while maintaining a smooth, hassle-free experience for the consumer.



49%

say a retailer's online return policy has deterred them from making a purchase

66%

of online shoppers check a retailer's returns policy before making a purchase

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