

Are you maximizing the opportunity to turn returns into greater profit and customer satisfaction?

Newgistics recently conducted a survey of **100 leaders in online retail** to find out how well they're managing returns. **The results might surprise you.**

No love for the restocking process.

On a scale of 1–10, most retailers give themselves a **6 or less** on their process of getting return merchandise back in stock.



100% think they should handle returns faster.

100%

Cost is the enemy of change.

90% believe they're unable to improve their returns process because of cost.

90%

55%

55% are worried most about refurbishing costs.

74% pay over \$2.00 an item.
22% pay over \$5.00.

74%

Quick credit = happy customers.

77% believe speed of credit is the most important return issue for their customers.

77%

No time to open boxes.

To keep customers happy, **60%** issue a credit before receiving return items.

60%

Loyalty building tool.

80% believe free returns helps retain customers

80%

Welcome back, customer!

78% believe at-cost or free shipping inspires customers to shop again.

78%

Turn your returns into returning customers.

With industry-leading solutions like SmartLabel+, Newgistics is using innovative technology to take the friction out of the returns process and create a better experience for customers.

Visit www.newgistics.com to learn more.

SmartLabel+
A NEWGISTICS SOLUTION

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