

# Returns Management Software Category

FALL 2025  
Customer Success Report





## Returns Management Software Category

Returns management software is a type of tool designed to streamline and manage the process of handling product returns from customers. It's particularly useful for retailers and e-commerce businesses. Returns management software aims to reduce the complexity and cost associated with handling returns while improving customer satisfaction by making the process smoother and more transparent.

# Customer Success Report

## Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

**The overall Customer Success ranking is a weighted average based on 3 parts:**



### CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform



### MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions



### COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

## Award Levels



### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

# 2025 Customer Success Awards

Check out this list of the highest rated Returns Management Software based on the FeaturedCustomers Customer Success Report.



\* Companies listed in alphabetical order





**2025**  
**RETURNS**  
**MANAGEMENT**  
**SOFTWARE**

**MARKET LEADER**



## ABOUT AFTERSHIP



AfterShip (previously named "Awesome Ship") provides an automated way for online merchants to track packages and send their customers delivery status notifications. Customers no longer need to deal with tracking numbers and track packages on their own. With AfterShip, online merchants extend their customer service after the point of purchase by keeping their customers actively informed, while saving time and money by reducing customers' questions about the status of their purchase delivery. AfterShip offers free service for merchants to track up to 500 packages each month, and supports over 40 couriers worldwide. AfterShip is the winner of the 2011...

# 362

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Wonderful Experience using Aftership, easy to navigate, great support and perfectly designed for all of my needs. I would definitely recommend it for your business! Aftership is a must have!!”

NICOLE HARWOOD  
CEO, HIGH TECH ELECTRONICS

“AfterShip greatly increase my customer's loyalty as my customers can be kept informing the shipping status and able to track the shipment within our site.”

TEDDY CHAN  
DIRECTOR, RC-FEVER

“AfterShip app does a great job with tracking shipments. The dashboard has the feature for choosing to get notified via email or SMS or both!”

JOSE PAOLO ONDEVILLA  
FOUNDER, SMARTY GENT

“AfterShip keeps our customers informed from order through to delivery. Love it!”

LEWIS SMITH  
OWNER, EXECUTIVE FLORAL TIES

## TRUSTED BY





## ABOUT FAREYE



FarEye is a machine-learning-based predictive logistics platform for businesses to execute, track, collaborate, predict and optimize the movement of goods. The platform empowers global leaders like DHL, Walmart, Amway, Wayfair, Hilti, Tata Steel, Blue Dart and many more with efficiency and operational intelligence to achieve growth, happier customers and higher margins.

**50**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“FarEye’s platform is flexible, easily configurable, scalable, and future-ready. It’s helping us provide delightful delivery experiences to our customers by making delivery processes transparent and personalized. FarEye improved the number of successful deliveries that we do in a day while reducing overall logistics expenses.”

SILVIA THOM  
CHIEF TECHNOLOGY OFFICER, ZALORA

“FarEye’s real-time visibility capabilities and last-mile logistics platform have given us a powerful way to read dynamic market conditions and make more informed decisions on routing orders dynamically to achieve on-time, accurate deliveries, ensuring a positive customer experience with every item purchased.”

DINO ARANETA  
CHIEF EXECUTIVE OFFICER, QUAD X

“FarEye really goes that extra mile to ensure we have a great solution. At DHL we have a very demanding operations team & customers. But FarEye always delivers on our expectations.”

CHARLES BREWER  
CHIEF EXECUTIVE OFFICER, DHL

“Versatile, configurable, user friendly, API ready cloud based solutions are one cornerstone in our ICT and legacy modernization strategy and FarEye fits that bill perfectly.”

POSTI

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**HITACHI**





## ABOUT HAPPY RETURNS



Happy Returns offers the industry's only comprehensive solution to initiate, accept, and process returns. With best-in-class returns software, forward-thinking retailers reduce refunds and increase exchanges over 36%—2X above the industry average. They also raise customer lifetime value by giving shoppers an easy, frictionless experience, no matter how they choose to return: by mail, in-store, or in-person at over 700 Return Bars nationwide. No packaging is required for in-person returns, and refunds are initiated immediately. From Return Bars, items bulk-ship inside reusable, eco-friendly boxes using industry-low carrier rates. Bicoastal Return Hubs then...

# 33

## TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Happy Returns streamlines the process, making it incredibly easy and hassle-free for our brands and their customers—enhancing satisfaction and loyalty.”

ANH VU-LIEBERMAN  
SVP OF CRM, SEO AND PERSONALIZATION, NOGIN

“Happy Returns has reengineered the return process with the customer in mind and that brings greater cost savings and efficiencies to merchants.”

ROBERT CLARKSON  
VICE PRESIDENT, PAYPAL

“The Return Bar locations are key for us. Since implementing Happy Returns, we’ve seen our customer service contact rate drop dramatically.”

DREW COOK  
CFO AND HEAD OF OPERATIONS, PACT

“Happy Returns’ full-stack exchanges and returns will be a critical component in taking care of our subscribers and other customers.”

CARTER SHAE  
DIRECTOR OF FINANCE, CUTS CLOTHING

## TRUSTED BY



DRAPER JAMES

ELOQUII



SHEIN





## ABOUT METAPACK



Metapack is the leading provider of eCommerce delivery management technology to enterprise retailers and brands. Their platform integrates over 470 carriers and 5,500 delivery services such as Next Day, Click and Collect, Locker Boxes, and International Delivery – ensuring that retailers and brands can offer delivery options and convenience for their customers. For each and every order, Metapack is able to identify the most appropriate delivery service for that particular customer, providing a seamless and personalized delivery experience, whilst removing manual and time-consuming processes in the retailer's warehouse. Metapack's delivery management...

**54**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

*“Increasingly, we see returns as a key element of the customer experience. With MetaPack we’ve been able to put a lot of the functionality that we believe our customers will benefit from and do it in a way that will make it easy for them.”*

DAVID PARSONS  
HEAD OF SUPPLY CHAIN DEVELOPMENT,  
BOOHOO.COM

*“Metapack Intelligence has given us a clear oversight into our warehouse and carrier operations. This helps avoid warehouse delays, improve delivery success with carriers and ultimately increase customer satisfaction.”*

SPACENK

*“MetaPack truly is a revolutionary concept. It has grown with our operation and has allowed us to offer a wider product range to our customers as well as visibility of all our orders, thus enhancing our customer service.”*

JOHN ASBURY  
CHANNEL DEVELOPMENT MANAGER, HALFORDS

*“MetaPack is a great example of an affordable practical solution to an everyday operating problem.”*

JOHN SCULLY  
BUSINESS DEVELOPMENT, 3P LOGISTICS

## TRUSTED BY





## ABOUT NARVAR



Narvar simplifies the everyday lives of consumers. They create elegant package tracking and returns experiences with your favorite retailers. Narvar helps the most admired brands and retailers build lifelong relationships beyond the “buy” button. As an enterprise grade SaaS platform serving 350+ retailers like Sephora, Neiman Marcus, Crate & Barrel, and Gamestop, Narvar drives brand loyalty at scale by enabling immersive and emotional post purchase customer experiences. From effortless order tracking, proactive communications, and seamless returns, Narvar applies machine learning across billions of interactions to simplify the everyday lives of...

# 112

## TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Narvar’s customizable return rules provide us immense flexibility across our brands. We operate across verticals and product categories — so our brands have their own unique return eligibility rules and requirements. Operating within one platform across scenarios and brands has been incredible for us.”

TAMBI YOUNES  
SR. DIRECTOR OF PRODUCT, NEWELL BRANDS

“Thanks to Narvar, our return rate has been decreasing and we’re recapturing more of that revenue. We’re able to create the premium return and exchange experience we want for our customers by giving them more intelligent choices with the maximum amount of options.”

RENEE HALVORSEN  
SENIOR DIRECTOR MARKETING & ECOMMERCE, MARINE LAYER

“Shoppers weren’t getting the full Tropicfeel experience—our previous return platform didn’t embed in our website and that didn’t leave our customers with a good feeling when they needed to process a return.”

MIQUEL REGIDOR  
OUTBOUND MANAGER, TROPICFEEL

“In the past, customers would contact us to initiate a return. Then they needed to pay for their shipping label and take their return to the post office.”

JACOB FOLSOM  
CUSTOMER EXPERIENCE LEAD, SEAGER

## TRUSTED BY



Crate&Barrel

BONOBOS



ANTHROPOLOGIE



## ABOUT NSHIFT



nShift is the global leader in Cloud Delivery Management Solutions. The platform enables the delivery of close to 1 billion annual shipments to over 190 countries. They offer an end-to-end cloud platform to automate and optimize the entire delivery management process – from ecommerce shop check-out delivery options to label creation to delivery tracking and last-mile logistics, including returns management.

# 148

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“The inability for our shoppers to select their preferred PUDO point at the checkout was a big issue in delivering a positive customer experience. Most of the time, what was automatically selected for them was neither convenient nor their preferred choice.”

SANDER VAN ENSCHOT  
HEAD OF DIGITAL OPERATIONS, FLYING TIGER  
COPENHAGEN

“With nShift’s advanced technology and expertise, we can optimize our logistics processes and provide our customers with more transparency and control over their deliveries. This partnership will undoubtedly support our growth ambitions and help us maintain our commitment to exceptional service.”

LAITHWAITES

“The only way we were communicating directly with our customers in regards to their orders was a basic email from the warehouse. It contained a URL which directed them to the portal of the shipping company. It was ugly and not at all reflective of the brand we had created.”

PONTUS ERIKSSON  
CHIEF OPERATING OFFICER, ICANIWILL

“We excel in logistics, nShift excels in software solutions, making things much easier for webshops. And that’s something we strongly advocate for.”

NIELS SCHOUTEN  
STRATEGIC ACCOUNT MANAGER, POSTNL

## TRUSTED BY

ATERA

apotea-se



SCHENKER



FINNTACK

GetInspired.no



## ABOUT PARCELLAB



parcelLab is the only truly global enterprise post-purchase software provider, enabling brands to increase top-line revenue, decrease operational costs, and optimize customer experience in an unprecedented way. Our award-winning post-purchase platform empowers brands to transform mundane operational touchpoints into the most differentiated and personalized experience, creating unique moments of pure joy for their customers. Trusted by over 800+ brands including IKEA, Chico's, H&M, and Yeti, we actively manage...

**50**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Returns will continue to be received in the future. With the online returns portal we now have a digital and uncomplicated solution with which we know as soon as the parcel is at the counter or with the delivery agent what is coming back and when. We benefit from this, especially in terms of staff planning and we are also faster thanks to automated handling processes.”

SILVIO HEIDER  
BUSINESS EXPERT PROJECT & DIGITAL PROCESS  
MANAGEMENT, CONRAD ELECTRONIC

“parcelLab provides all parties with more transparency in the otherwise opaque shipping process. The customers know the current status of their order and we know whether everything is running smoothly with our logistics partners. In addition, we are now learning much more about what our customers think about us. This is a real win-win situation for everyone.”

ROBIN JAKOBY  
E-COMMERCE PRODUCT OWNER, GRAVIS

“By having post-purchase email communications and a DIY return portal integrated in one piece, it allows us to work closer than ever before instead of working in silos. The automation that parcelLab's return portal has to offer really allows our customer success teams to deal with less WISMO tickets.”

RICHARD WANG  
ECOMMERCE AND RETAIL OPERATIONS, WYZE

“ParcelLab has brought our business into the future. We are now able to provide fully digital tracking solutions for our customers that can scale with the company's growth – allowing us to keep up with increased demand even during our busiest seasons.”

JAN HESSE  
MANAGING DIRECTOR & GLOBAL HEAD OF CUSTOMER  
SERVICE, PARTYLITE

## TRUSTED BY

**HUGO BOSS**

**GRAVIS**

**FARFETCH**

**BERLIN  
BRANDS  
GROUP**

**BOSE**



**2025**  
**RETURNS**  
**MANAGEMENT**  
**SOFTWARE**

**TOP PERFORMER**





## ABOUT CLICKPOST

# CLICKPOST

ClickPost is the world's fastest-growing All-in-one logistics management platform, helping brands deliver an awesome post-purchase experience to their customers. ClickPost has various modules such as NDR management, Returns & Exchanges, Shipment tracking, COD reconciliation, EDD prediction and much more.

# 79

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“ClickPost stands out as a leading solution for shipment tracking software. It allows us to easily track our shipments with remarkable accuracy. Additionally, its impressive control tower feature simplifies the management of shipping exceptions. Thanks to ClickPost, our customers are delighted with the shipment tracking, leading to fewer inquiries. We applaud the ClickPost team for their exceptional efforts!”

NYKAA.COM

“ClickPost is really a game-changer software for managing ecommerce logistics! We have been using the forward and reverse logistics via ClickPost and the experience has been excellent so far since it has reduced our customer queries to a greater extent, all because of ClickPost. Kudos to the team!”

KOSKII

“ClickPost is managing multiple courier partners we have through a single interface. What we like the best about ClickPost is that it provides seamless carrier integrations and unified customer communication. Apart from this, the customer support provided by ClickPost is very reliable.”

PRISTYN CARE

“We are using ClickPost's Recommendation Engine and are really happy with it. It offers the ability to develop multivariate algorithms using the system tracking page, giving our customer visibility of the shipment progress. It is definitely a great LMS!”

ABHISHEK  
ORDER FULFILLMENT HEAD, DHANI

## TRUSTED BY

**zouk.**

FRIMLINE



CARATLANE

BEYOURS



AGRIM



## ABOUT CORSO



Corso has redefined the standard for shipping protection, earning trust from top Shopify brands like True Classic, Honeylove, Dixon, Brumate, Shefit and more. With feedback from top brands, They created Crew: a unified post-purchase platform that combines tracking, returns, exchanges, shipping protection and warranty management into one. Their goal is to provide Shopify brands with a self-funded post-purchase program that can ease the burden of rising post-purchase costs like shipping issues, return label fees, SaaS charges, and running a sustainability effort.

293

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Corso has played a key role in elevating our customer experience, particularly with their shipping protection and warranty management. Their team is consistently accessible, great to work with, and brings a level of innovation that stands out. Since partnering with them, our business has seen meaningful growth. I highly recommend giving them a shot!”

CARAWAY HOME

“Emma took the time to assure me that while my order and the shipping address on Shop Pay was incorrect, Kinfield had the correct address. The response time was amazing and now I can't wait to get the products so I can use them! Excellent customer service!”

KELLY  
KINFIELD

“Super fast reply and fix to the issue! Thank you for your efficiency! Now let's hope they shippers don't damage the next box!”

BRENDA  
DIXON

“Great team and quick to reply to our team and of course customers reaching out for support with their orders.”

EVERY MAN JACK

## TRUSTED BY

FOND



BIRDIES

BLENDERS  
EYEWEAR

BRÜMATE  
THE DEHYDRATION COMPANY



## ABOUT INGRID

**ingrid**

Ingrid was founded with a mission to create delivery experiences that fit people's lives by letting e-commerce businesses deliver sustainable growth and giving shoppers the power to personalize delivery and returns. The result is a better overall customer experience and greater efficiency for both the retailer and the delivery carrier.

**49**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Ingrid Delivery Checkout helped us scale internationally. Also, our commercial departments no longer have to involve the development team whenever we want to change the delivery offer, which made our life much easier. On top of this, the Ingrid team is really responsive and quick when it comes to issues and new features. We have had several feature requests and each has been fulfilled so far — a HUGE plus compared to many other companies that would just 'add it to the backlog'. We've been involved in the development of each feature request from the very beginning, and so it really feels like we've built them together.”

PATRIK KARLSSON  
E-COMMERCE MANAGER, HATSTORE

“Ingrid Checkout implementation in our four markets has made our shopping experience much simpler and customer-oriented. With Ingrid, our consumers can buy, for instance, a greenhouse and choose between several different weeks to find a delivery option that suits them best.”

DAVID WESTBERG  
PROJECT LEADER — WAREHOUSE & LOGISTICS, WILLAB GARDEN

“We want to offer the best delivery experience possible to our customers and Ingrid helps us achieve that. Ingrid also gives us the flexibility to set up new carriers, communicate what to expect for each delivery alternative, and promote more environmentally-friendly options.”

SIMON MALMBERG  
CHIEF PRODUCT OFFICER, MORJAS

“Ingrid Returns makes a huge difference. The stores that haven't activated the product have a massive returns headache.”

SEBASTIAN SCHARDL  
CHIEF OPERATING OFFICER, HUBSO

## TRUSTED BY

Nudie Jeans co

IDEAL OF SWEDEN

HATSTORE

CELLBES

**Adlibris**



## ABOUT REBOUND



ReBound is the leading global returns management specialist, enabling easy omnichannel returns for retailers and consumers. By combining integrated returns software with an extensive logistics network, ReBound provides brands with a complete ecosystem of suppliers and partners to handle their global, end-to-end returns. ReBound optimizes and manages the entire returns lifecycle so clients can focus on their core business.

17

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“ReBound allows us to get stock back and on sale faster, it also affords a much improved customer experience with quicker refunds. Since going live ReBound, we’ve seen a correlating increase in NPS score and drop in contacts in those markets where returns were previously an issue, so changing returns provider has been a great move for Seraphine.”

CHIEF EXECUTIVE OFFICER  
SERAPHINE

“ReBound's expertise as market leaders has been invaluable in shaping our returns strategy. They've gone above and beyond as a returns logistics provider and have even redesigned our dispatch note and re-written our returns policy for us! We've now got a consistent returns proposition to roll-out in the new year.”

OPERATIONS MANAGER  
ME+EM

“Clearly, the ReBound model is fully consistent and relevant for customers like us. It's a way to provide a full network all over Europe with one single contact, which of course provides better service, optimization, and simplification.”

JEROME HILSELBERGER  
REGIONAL LOGISTICS MANAGER, COLUMBIA  
SPORTSWEAR

“We embedded a comprehensive distribution matrix with set rules to utilize ReBound's flexible return solutions to the full extent. For example, we can now follow geographical service options, current local capacity situations, or local tool availability.”

JOACHIM HOFMANN  
GENERAL MANAGER SERVICE & SUPPORT, NIKON

## TRUSTED BY

Seraphine

wiggle

REPRESENT

oh  
POLLY

Columbia



## ABOUT RETURNGO

# RETURNGO

ReturnGO is a complete post-purchase solution that automates everything from order tracking to returns all in one place. With advanced automation capabilities at its core, ReturnGO offers a fully customizable return policy, enabling businesses to tailor their return process to handle any scenario, no matter how complex. An embedded self-service portal enables shoppers to easily request returns and exchanges, directly from your site.

# 39

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“ReturnGO helps us sync together our fulfillment center and website to make returns as seamless as possible, and it automates that process so we can think less about the mundane task of returns and think more about scaling and building our company.”

CARLY CAHOON  
CHIEF CUSTOMER EXPERIENCE OFFICER, WOOLLY CLOTHING

“We were impressed by ReturnGO’s reputation and features. It was clear that this solution would alleviate our manual burdens and enhance our operational efficiency across our growing number of websites.”

VALERIA BALAZS  
ECOMMERCE CUSTOMER SERVICE MANAGER, TREND MARKETING

“Implementing ReturnGO has been a game-changer for us. By automating the returns process, we’ve been able to save a lot of time and money.”

OMER KAMHI  
DATA ANALYST, PANDAZZZ

“The switch to ReturnGO was seamless. We moved everything over in a single day, and it didn’t disrupt our workflow at all.”

ASHLEY JOHNSON  
CUSTOMER SUPPORT MANAGER, SENITA ATHLETICS

## TRUSTED BY

ONE PROJECT

PINK BOUTIQUE

senita  athletics

CURRENTBODY  
THE BEAUTY TECH EXPERTS

*brava*  
FABRICS





## ABOUT RETURNLOGIC



ReturnLogic provides online retailers with analytics software that provides real time trend detection, team notification, and corrective insights with one mission – To understand and prevent costly product returns.

19

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“For returns management automation, ReturnLogic is the obvious example, but there are very powerful marketing tools out there as well. For email marketing automation, I'd recommend Klaviyo. It's important to also master channels like Facebook Ad Manager and Google Ads, as these tools are necessary for acquiring new customers. Ultimately it's important to start by focusing on improving the shopper's journey. It's the customer-centric mindset and brand experience that will help you retain loyal customers.”

ROSSEN TSARNOV  
CEO AND FOUNDER, CHARIX

“I want to promote sales that stick. We use ReturnLogic to determine what we're going to do. Our real ROAS is only determined when we take a deep look at our returns data and use that to inform our marketing strategy.”

HOWARD SHEER  
CHIEF EXECUTIVE OFFICER, ECRU

“The customer now has a chance to add another item in their cart while making an exchange. It's a brilliant idea. Thank you for considering that, and for helping us grow our sales.”

GLAUDITH MAE PONCE  
BRAND COORDINATOR, GUNAS

“It's become so easy for me to process it in ReturnLogic. It's simple, it's intuitive. This is so much better than our old way.”

TARA WOODWARD  
CUSTOMER SERVICE MANAGER, ALP-N-ROCK

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**GUNAS**  
NEW YORK



**GROOVE LIFE**





## ABOUT SHIPFUSION



Shipfusion is the ultimate partner for rapidly scaling DTC brands. Say goodbye to fulfillment headaches and hello to the fast track to growth with a 3PL that works like an extension of your team. With Shipfusion as your trusted partner, you get dedicated, on-site account managers and support team members to answer questions in minutes, not days. Our tech-enabled warehouses and cloud-based software provide real-time order visibility and are purpose-built to effortlessly handle sales spikes and sustained growth. Create the perfect customer experience with...

28

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Working with Shipfusion has been integral to the success of our business. The online system is extremely intuitive and meets all of our needs. Setting up shipments, checking inventory, and managing our products can easily be done through their online portal.”

BRITTNY ROBINS  
FOUNDER & CEO, FLAWLESSBYFRIDAY

“I can't say more good things about Shipfusion! The UI is super easy to use and the support staff there is excellent and super responsive. They get the shipments out very quickly and also the rates are extremely reasonable. So happy I found them!”

TAMMY RANT  
TUSHBABY

“I think the portal is great! And honestly I think it's one of the best 3PL portals out there. I have heard that from multiple people! I feel confident that overall our business will run smoothly and that feels great.”

KATRYN WILD  
OPERATIONS, UQORA

“Shipfusion is one of the best things that's ever happened to us, and I would highly recommend them to anyone.”

PETER DOBIAS  
FOUNDER, DR. DOBIAS

**onekind**

*kalumi*

### TRUSTED BY

**Kettle & Fire**

*Rockwell*  
RAZORS®

**tushbaby**



**2025**  
**RETURNS**  
**MANAGEMENT**  
**SOFTWARE**

**RISING STAR**



## ABOUT LOOP RETURNS



Loop helps brands build better customer relationships through one of the most fragile interactions: returns. They're a lean, fast-moving team that is intent on redefining how brands think about post-purchase interaction. They're looking for people who want to build a company that matters.

**104**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“The disorganization of the returns process led to immense financial losses, amounting to thousands of dollars monthly, and frustration among our customers. We were navigating the complexities of being a new startup, and we struggled to establish clear boundaries and policies for returns. The absence of a logical system not only frustrated customers, but also resulted in unfair and inconsistent handling of returns for our customer experience team.”

DEJA JEFFERSON  
CUSTOMER INSIGHTS MANAGER, TOPICALS

“Finding Loop helped us to start thinking about returns differently. We've evolved how we think about returns in general. We try to take a holistic approach to it around merchandising, the operations side of things, and customer experience. I think what opens that up is software like Loop that helps you to manage that customer experience in a different way.”

DAVE WARDELL  
CHIEF FINANCIAL OFFICER, CHUBBIES

“Workflows is one of the best features. The sheer customization and customizability of it is actually probably a big differentiator between other players in the return market.”

ADAM YARDLEY  
OPERATIONS LEAD, HYLO ATHLETICS

“Loop's allowed us to stop thinking of returns as a returned item or returned revenue and start thinking of it as a returning customer, so we can wow the shit out of them.”

JEMMA CUMMING  
CONTINUOUS IMPROVEMENT LEAD, LSKD

## TRUSTED BY



**AURA BORA**

**brooklinen**

GEODE SWIMWEAR

*oh*  
**POLLY**



## ABOUT OPTORO



Optoro is using innovative technology to solve a large, and growing, global problem. Every year, more than 15% of retail goods are returned or simply never sell. This creates tons of unnecessary waste and costs retailers billions of dollars. Optoro offers returns technology that connects a seamless online returns experience with efficient supply chain processing and best in class reCommerce, so that retailers can improve outcomes across all points of the returns lifecycle. Their solution includes an online returns portal to make returns easy for customers, a data-driven returns management solution to improve processing and route returned goods from the...

12

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Optoro provided a solution that addressed our immediate needs while at the same time opening the door to recommerce opportunities we needed to grow our business. Today, customers’ expectations on return processing are very high and the Optoro solution delivers. Additionally, Optoro’s reporting has allowed our internal stakeholders to better understand their brands and business.”

PAUL ABUGATTAS  
DIRECTOR OF RETAIL, CALL CENTER, & DISTRIBUTION  
OPERATIONS, PIOW & HEARTH

“We’re on a mission to become a circular business by 2030, and we need partners like Optoro who can help us achieve our goals. Optoro’s solution will enable us to eliminate much of the waste created in the reverse supply chain, from minimizing the carbon emissions released in return shipping to finding the next best home for returned items.”

JAVIER QUIÑONES  
PRESIDENT & CHIEF SUSTAINABILITY OFFICER, IKEA

“Partnering with Optoro has allowed us to give our customers the best-in-class experience they deserve. Optoro’s all-in-one solution allows us to streamline the process by automating refunds and getting inventory returned to stock in record time.”

EMILY GRAYSON  
VICE PRESIDENT OF OPERATIONS, TUCKERNUCK

“Optoro’s software has helped us to significantly improve our returns process operationally, as well as our customer experience. It also gives us great visibility into our end-to-end returns network.”

BRANDON FRIEZ  
VP SUPPLY CHAIN TRANSFORMATION, AEO

## TRUSTED BY

TUCKERNUCK

Plow & Hearth



GROUPON Goods

AEO INC.





## ABOUT RECLAIMIT

# Reclaimit®

Reclaimit is a rapidly growing SaaS company with a market-leading return and warranty management position in the Nordic region. They empower over 600 industry-leading retailers and suppliers with a unique all-in-one post-purchase customer experience platform, elevating the customer journey at scale.

# 14

## TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“The cooperation with Reclaimit to implement a digital solution for post-purchase processes has worked very well. As we build long-term relationships with partners that we believe in, the choice of Reclaimit has been confirmed many times. Reclaimit contributes with excellent knowledge and has, throughout the project, contributed to a successful go-live. We look forward to continued collaboration to further develop our processes and influence the development of an already good service.”

TORBJORN UNGVALL  
CHIEF INFORMATION OFFICER, RÖHNISCH

“Thanks to Reclaimit Repair, the registration process for customer repairs has been incredibly streamlined. With their suite of API tools, we’ve entered an era where vital information is effortlessly and accurately collected, significantly minimizing the potential for manual errors. Automated claims handling simplifies registration for our team and creates a seamless learning experience for new members, thanks to the tool’s user-friendly interface.”

MICHAEL GRAVERSGAARD  
SENIOR PROCESS CONSULTANT, SALLING GROUP

“It’s an excellent service that also enables us to scan the package and match it directly to the correct return order without the need to pre-print labels. Reclaimit is indeed a one-stop solution for all recurring customer matters, from information and product recommendations to smooth return processes and handling return shipping.”

LOUISE KVIST  
CEO ASSISTANT AND HEAD OF CUSTOMER SERVICE,  
IDEAL OF SWEDEN

“Our customer service is thrilled to have new tools that enable us to assist our customers faster and more efficiently. Gone are the days of long response times and intermediaries. We can now handle cases more efficiently, allowing our customer service team to focus on delivering a truly world-class service.”

ALEXANDRA PERSSON  
E-COMMERCE & CUSTOMER SERVICE MANAGER, PYRET  
& SNÄCKAN

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**salling** group

RÖHNISCH

IDEAL OF SWEDEN

**Cervera**

**FRANK  
DANDY**



## ABOUT REDO



Redo Platform is an online returns and exchanges platform. Redo is a Shopify plugin that helps merchants process returns or exchanges and helps their customers by providing a streamlined process to handle those returns and exchanges.

17

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Redo Support is incredibly user-friendly. My team loves the AI system, templates, ticket merging, and user visibility features. These have significantly improved how we respond to customers. We're more organized, efficient, and faster in our replies. Overall, we absolutely love it!”

LAURA  
TAYLOR JOELLE

“Redo has been one of the best changes we have made to our business. The amount of money we have saved with return shipping is bananas - tens of thousands of dollars. I'd recommend Redo until I was blue in the face!”

PATRICK VINES  
RUJO BOOTS

“Redo's AI functionality is a game changer, automatically generating responses that are ready to send. It has significantly improved our response time and customer satisfaction.”

RYAN  
FIRE SCIENCE NUTRITION

“Our returns lead would spend a couple days each month just pulling our return report and making any helpful sense of it.”

ANGELA  
FOUNDER, BALTIC BORN

TEZZA

BALTIC BORN

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PRESSED FLORAL



## ABOUT RETURNBEAR



ReturnBear is the ultimate ecommerce return solution for brands selling internationally, saving time and money while providing a seamless return experience for your customers. Brands trust ReturnBear to optimize the full lifecycle of their ecommerce returns in both domestic and international markets. They combine comprehensive returns software with specialized reverse logistics services to give consumers a local return experience while reducing operating effort and logistics costs.

12

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“ReturnBear helped us reduce our return fee for Canadian customers which changed our customer experience dramatically. We also love how responsive they are to new feature requests and their collaboration with our cross border outbound partner.”

EVA VALENTOVA  
DIRECTOR OF INTERNATIONAL ECOMMERCE, SKIMS

“This is my second time using ReturnBear for Numi and I honestly LOVE this. Super convenient with not needing to print a return label, easily accessible at Eaton Centre, and the staff is always super friendly. This was a great move on Numi’s end.”

NUMI

“I love ReturnBear because I literally don’t have to do anything; it runs on its own. Every so often, I’ll log in to see that things are okay with our returns, but most of the time, I don’t even look at it.”

ANDREA NORQUAY  
FOUNDER, NADARÉ

“Managing such high returns volume manually was a nightmare, The system simply wasn’t built for the scale we were operating at.”

JASON PANKOWSKI  
VICE PRESIDENT OF OPERATIONS, ORVA

## TRUSTED BY

FRANC

NADARÉ

Numi

PALLADIUM  
DEPUIS 1947

SKIMS



## ABOUT SWAP

# Swap

Swap powers operations for ecommerce brands looking to scale. From shipping, tracking and package protection, to returns and cross-border. They have you covered. Let them turn your logistics lemons into a Swap lemonade. And they mean that - their team handles all the direct relationships with your carriers, package-protection providers, and recycling partners to give you time back you never knew you had.

**39**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“We spent so much time and money with various tech partners that don’t integrate and had no insight on potential efficiency gains. Ever since we went live on Swap, we can sit back and manage all our operations including shipping, tracking and returns from one dashboard. My team has never been happier.”

SAMUEL DARCY  
FOUNDER, SERGE DENIMES

“Having the options for offering exchanges and store credit has helped us retain revenues of about 20% overall. It also makes a massive difference having analytics, which are really straightforward on the dashboard.”

MATT KING  
SUPPLY CHAIN MANAGER, BUILT FOR ATHLETES

“Our ecommerce is up 40% this year—and we’ve only added one headcount. That’s how efficient our system has become.”

SARA GOMES  
ECOMMERCE MANAGER, STUDIO NICHOLSON

“We’re seeing 6-8% return rates. That’s unheard of in apparel.”

NITESH SHAH  
OPERATIONS & LOGISTICS DIRECTOR, MANORS GOLF

## TRUSTED BY

BUILT FOR ATHLETES™

**AX**  
PARIS

*never fully dressed*

**KITRI**

*Ed Hardy*



## ABOUT YAYLOH

# yayloh.

yayloh is the returns management platform designed to improve your customer experience, save hours of manual work and reduce returns. They live and breathe to reduce online returns and their massive impact on their planet and on your P&L. They're excited to help you reach that exact same goal.

# 49

## TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

*"yayloh automates all manual work, allowing us to handle all returns quickly. For example, yayloh calculates the amount to be refunded automatically. We used to do these manually and one order at a time. Now, with yayloh, we don't have to spend time with that anymore. It gives us the chance to focus on other parts of the business."*

ASIM KHANDKER  
FOUNDER, STIKSEN

*"yayloh helped us identify that a portion of the returns for our best-selling pants was due to missing information in our size guide. With this insight, we updated the size guide to provide clearer details. Additionally, we enhanced the sizing information for our competition boots to ensure better accuracy and fit for our customers."*

AURÉLIEN GUILLON  
CO-FOUNDER, HORSE PILOT

*"yayloh helps us understand and analyze our return reasons to provide accurate feedback to our production team and improve our products."*

FLORENCIA NERY  
CUSTOMER CARE MANAGER, RON DORFF

*"Easy method of return, thanks! I will order more from you in the future!"*


HÅVARD  
JEANERICA

## TRUSTED BY

SYSTER:P ninepine

  
MACADE

DAGMAR

HORSE  PILOT





## ABOUT ZIGZAG GLOBAL



ZigZag is a market-leading global returns solution provider. Smarter returns for retailers, customers and the planet. Through their intelligent returns platform and their global carrier network, they provide personalised returns solutions for your customers, using their vast experience and unrivalled customer service. The ZigZag team has been built to provide excellent service all round. Their mission is to reduce the cost, waste and friction associated with returns, boost customer loyalty and make retailers more profitable and sustainable.

15

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

*"I can honestly say that the transition from moving our returns from Mettlach to ZigZag, so far, has gone incredibly well. Meeting the team for the first time and working with everyone, has been a really smooth process. All the team have been helpful, informative, and supportive."*

CUSTOMS WAREHOUSE MANAGER  
LANDS' END

*"Our customers find returns a lot easier with ZigZag. I would definitely recommend ZigZag to another retailer, especially anothere-commerce brand."*

EMILY COLLETT  
CUSTOMER EXPERIENCE AND STRATEGIC PROJECT  
SUPPORT, CORSTON

*"With ZigZag in the UK we now have 3 carriers and a range of return options from home collection to lockers, providing a much more convenient experience for our shoppers."*

SOPHIE SWIFT  
HEAD OF DELIVERY, MATCHES

*"The reporting has helped Customer Care and Logistics move from being reactive and at the receiving end of issues, to being proactive."*

DAN GRUNWERG  
E-COMMERCE DIRECTOR, ECCO

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NEW LOOK

MATCHES

LANDS' END

FedEx

ECCO®