

Returns Management Software Category

FALL 2026
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.

2026 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



2026
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...

387

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“AfterShip Tracking helped Inspire Uplift greatly improve our customer experience and transparency into the entire shipment process globally across many carriers. Without a platform like AfterShip Tracking, it would be difficult for us to serve customers globally on the scale we currently do.”

AARON WALLACE
CHIEF EXECUTIVE OFFICER, INSPIRE UPLIFT

“AfterShip Feed has greatly reduced our customer acquisition cost by automating the process of launching and operating a TikTok Shop. It also helps us scale our business by generating excitement around our products on TikTok LIVE.”

HARRY SYMES-THOMPSON
DIRECTOR OF MARKETING, WILD COSMETICS

“Since using AfterShip's AI-driven product recommendations on our website, we've seen upsell revenue increase dramatically. It's the best decision we've made!”

LAUREN H
ECOMMERCE EXPERIENCE LEAD, DIME BEAUTY

“After using AfterShip Tracking for several years, if we were going to trust anyone to invest money into a returns solution—would put my money on AfterShip.”

RUI KOJIMA
SENIOR DIRECTOR OF ECOMMERCE, AETREX

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klaviyo

HARRY'S

Fashiozz

Styled by Melissa

BEAUTIFIIX™



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.

51

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“FarEye seamlessly integrated with the various data sources available with our 3PL partners to provide predictive visibility at every step. The team at FarEye is well qualified and very flexible. They have been more of consultants for us rather than a technology vendor. FarEye Transportation ensures that our supply chain is now more reliable & optimized & supports our business in making time-sensitive data-backed decisions.”

PUNEET DHAMIJA
DIRECTOR-OPERATIONS, HILTI

“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 has given us the ability to take control of our delivery experience and make a tailor-made solution that allows us to communicate with customers proactively, to take their feedback and to route our product in a way that ensures customer promise.”

ELENA BERNARDO
SENIOR VICE PRESIDENT, OPERATIONS, HELLOFRESH

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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...

34

TOTAL CUSTOMER REFERENCES

[VIEW ALL
REFERENCES](#)

FEATURED TESTIMONIALS

“Happy Returns’ new box-free returns makes it easy for our customers to return their purchases while helping us contribute, however big or small, to environmental sustainability. It was a no-brainer decision.”

JOHN HORTON
VP OF OPERATIONS, DRAPER JAMES

“We’ve increased our exchange and order rates since partnering with Happy Returns—all while helping the planet by shipping in reusable boxes.”

HELEN NIGHTINGALE
DIRECTOR OF ECOMMERCE, DRAPER JAMES

“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

“Happy Returns has made it possible for us to offer seamless exchanges to our customers across the globe.”

NIRAN CHANA
PRESIDENT INTERNATIONAL, GYM SHARK

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LANDS’ END

GYM SHARK

EVERLANE

DRAPER JAMES



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...

76

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“MetaPack is a great solution, allowing us to continually improve our logistics and provide superior services to our customers. By unifying our systems MetaPack remove complexity as our business grows internationally, whilst focusing local services to customers. Ultimately, this is one of the factors our customers value most.”

STEFAN RÖNN
CHIEF OPERATING OFFICER AND FOUNDER, PIERCE AB

“Metapack supports us in finding the right carriers to deliver our products to our customers at a time that they expect. That might be a one-person delivery parcel that gets delivered to the customer's home, or larger deliveries where we might need two-person carriers.”

DAN OWENS
HEAD OF DIGITAL PRODUCT - SUPPLY CHAIN AND LAST MILE FULFILMENT, B&Q

“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 seems to be the go-to library where you can get every service that you need.”

KEVIN SAVEN
FULFILMENT TRANSFORMATION LEAD, B&Q

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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...

115

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“The first 24 hours after people sign up they are super-excited, which is a great time to deliver additional content. Narvar helps us stoke the anticipation people feel post-purchase.”

NICK FAIRBAIRN
VP MARKETING, DOLLAR SHAVE CLUB

“Narvar is a best-in-class partner who helps us connect with our customer. If I had to give it a star rating, it would be a 5 out of 5.”

VADIM GRINBERG
VP OF CONSUMER GROWTH AND INSIGHT, DAGNE DOVER

“Narvar was clearly better, and it offered us the undeniable opportunity to see more conversions.”

RICK YUAN
MARKETING DIRECTOR, MARIJUANA PACKAGING

“Narvar has transformed our post-purchase experience.”

CHARLIE COLE
GLOBAL CHIEF ECOMMERCE OFFICER, TUMI

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DOONEY & BOURKE

FINISH LINE



BONOBOS

Crate&Barrel



ABOUT NSHIFT



At nShift, we help leading ecommerce and retail brands scale smarter by transforming delivery into a growth engine. From checkout optimization and label creation to carrier management, tracking, returns, and emissions reporting, our platform connects the entire post-purchase journey. With the world's largest carrier library (1,000+ carrier connections), and tools to cut WISMO calls, reduce cart abandonment, and boost customer loyalty, we make delivery work harder for your business.

148

TOTAL CUSTOMER REFERENCES

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REFERENCES**

FEATURED TESTIMONIALS

“Previously, the reporting was not as accurate as it needed to be, so it was very difficult to challenge the carrier with the data that we got from our manager. The data [from nShift] is more accurate and more usable and we're now working with their team to develop AI and more machine learning capabilities.”

GORDON KNOX
BUSINESS TRANSFORMATION AND LOGISTICS
DIRECTOR, SUPERDRY

“Hunkemoller used - and was a huge advocate - of nShift. It wanted us to align with its established systems to effectively carry out fulfillment on its behalf. This is how we were introduced to nShift and, after seeing its impact, began to adopt it across the wider business.”

JIA MO
INTERNATIONAL LOGISTICS, EUROPE, JD LOGISTICS

“First and foremost, [nShift] ensures easy management of our deliveries. However, another crucial point for us was the ease of changing carriers and implementing new ones. With [nShift's] huge carrier library, it is as easy as flicking a light switch.”

CEDRIC POUPON
LOGISTICS IT PROJECT MANAGER, SOMFY

“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

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SUPPLY

BACKSHOP
ENJOY ERGONOMICS

DB 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...

66

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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

“By cooperating with parcelLab we offer our customers a service plus, because we give them more security during the shipping process. At the same time, we were able to reduce the number of shipping-related inquiries by 21.5% by Black Friday, which greatly relieves our teams.”

NICOLA ROSENTHAL
HEAD OF CUSTOMER CARE, BERGZEIT

“Thanks to parcelLab, we were able to improve customer communication and make it more transparent. Weltbild puts its customers centre stage across the entire customer journey – no matter where they are at the time. This gives them an all-round good shopping experience.”

CHRISTIAN SAILER
CHAIRMAN OF THE MANAGEMENT BOARD, WELTBILD

“This partnership with parcelLab allows us to further refine our already industry leading digital offering and provide our customers with the most innovative online shopping experience.”

COLETTE HILTON
HEAD OF RETAIL & ECOMMERCE UK & IRELAND, PUMA

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fashionette
DESIGNERTASCHEN ONLINE

FARFETCH

Caraway®

bonprix.





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

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FEATURED TESTIMONIALS

“ClickPost has solved all logistics challenges for us! We were facing quite a few challenges before ClickPost. To begin with, we had the problem of manual Pickup requests and follow-up to get AWB. Second, each courier was sending their MIS to read the progress of shipments. Both have been solved after integrating our all pickups on ClickPost. All logistics reports are real-time available and status is pulled near realtime from Courier partner system....”

SANKAT MOCHAN
SUPPLY CHAIN SPECIALIST- APPAREL, STYLE UNION

“We love ClickPost! ClickPost reduced the time for integrating with all our courier partners which has positively impacted our business. Their reporting is top-notch - Great NDR dashboard and IVR features available. Logistics handling was one of our major problems which ClickPost helped us solve instantaneously. Three things we really like about ClickPost are : Product which has readymade integrations with many courier partners, Support...”

SAI PAVAN
PRODUCT AND SOURCING MANAGER, ARVIND

“Overall experience with ClickPost has been excellent. Easy to generate reports, NDR Management. POCs are very responsive and helpful. I save a lot of time using ClickPost. All the information you will ever need about your logistic partners is available under one roof. ClickPost helped us with NDR Management, RTO reduction, and MIS reports.”

SONIA
OPERATIONS MANAGER, AZANI

“ClickPost provides ease of use with the addition of so many logistics partners. It is very easy to track reverse shipments via ClickPost.”

SHADIL KHAN
PRODUCT MANAGER, PEPPERFRY

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FOREVER NEW

FRIMLINE

BE YOURS

BIRKENSTOCK.

DAMENSCH



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

“Emma was friendly, quick, and so helpful in having my cup resent as the first package was lost to USPS. Definitely ordering again in the future because of the excellent customer service.”

SARAH
BRUMATE

“Emma was AWESOME! Resolved my issue 100% – and did it with a kind / energetic attitude. Would recommend.”

DAVID
FOND BONE BROTH

“Very responsive, incredibly eager to assist, and an absolute pleasure to deal with.”

CORY
DIXON

“Friendly and very prompt. Solved issue with no hassle.”

LAUREN
HURLEY

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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 has helped us solve the delivery dilemma by turning logistics into a real revenue driver. With their tools, we optimized freight charges and delivery promises, boosting shipping revenue by 75% while keeping our customers happy. It's been a game-changer for balancing growth, sustainability, and profitability.”

CHRISTOFFER ANDERSSON
HEAD OF LOGISTICS, APOTEKET

“We are very happy about the collaboration with Ingrid going live so quickly. This is an important step for the company, to improve the entire customer journey and have a delivery offer that we believe is as fulfilling as the clothes our consumers purchase.”

OLIVIA KARLSSON
E-COMMERCE CONTENT MANAGER, BY MALINA

“Ingrid's A/B Testing proved that setting a higher shipping price deviates negatively on conversion but shows an increase in the Average Order Value. These figures have been a strong proof that the delivery pricing strategy should be changed.”

MARCUS SVENSSON
HEAD OF DATA SCIENCE, BABYSHOP

“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

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apoteket

CELLBES

IDEAL OF SWEDEN

APOTEK

NA-KD



ABOUT ONWARD



Onward provides solutions across Shipping protection, Order Tracking, Returns & Exchanges, and Order Editing — all with zero cost to your brand. Loved by top brands like Everlane, Brez, Mugsy Jeans, Equinox, Birchbox, Fishwife, Immi, Truff, Create Gummies, Dolls Kill, Plunge Windmill, Bubs Naturals, De Soi, Bombshell Sportswear, Proton, and hundreds of others.

16

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Onward saved us this past winter, BIG TIME. One thing we didn't expect when we started this business is the freezing! Onward saved us over five figures in loses and provided amazing customer service to boot! We can't say enough about their team and product.”

NICK BODKINS
FOUNDER, BOISSON

“Onward's solution has been of real value to us in addressing expensive reshipping issues. Since they cover the expense, we're able to generate new net revenue through the reorders they place. We highly recommend them.”

TAYLOR BORENSTEIN
CO-FOUNDER, STAKT

“Onward's services are very helpful for us because they take the work out of trying to chase down customer orders while coming up with good solutions for any kind of damages, loss, or other issues.”

BECCA BRIGGS
SENIOR RETAIL DIRECTOR, EQUINOX

“Onward's services are low-lift and no cost in relation to the return on investment from a customer satisfaction and customer service standpoint. It's a no-brainer in today's eCommerce landscape.”

HALEY PAVONE
FOUNDER, FASHION FOOTWEAR

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create

BOOBIE

kinfield

LAUNDRY SAUCE

PASHION



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

“Because of the power of the ReBound portal, we were able to expand the consumer offering and provide different options with carriers. This menu-based, personalized approach to returns fits the different demographics of customers that shop with us.”

LEYTON JONES
OPERATIONAL DEVELOPMENT AND FACILITIES
MANAGER, BODEN

“ReBound are the experts in logistics. Paired with Loop's portal experience, we knew it was a winning solution.”

EMILY MCMORRAN
CUSTOMER EXPERIENCE LEAD, OH POLLY

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REPRESENT

Seraphine



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.

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“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

“I think ReturnGO is a masterpiece in the refund eCommerce process because there are a lot of apps that do some of the things but not all. This is the whole package, and when I say package I mean the app and also the team.”

SHMULIK KONFORTY
CHIEF TECHNOLOGY OFFICER, ONE PROJECT

“ReturnGO has changed the game for us with returns. It looks great, works great, and handles anything we could want and more.”

CHAD LONG
SHIPPING MANAGER, CLEANLINE SURF

“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

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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.

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TOTAL CUSTOMER REFERENCES

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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

“ReturnLogic has been a lifesaver and an absolute breeze. Our main goals with ReturnLogic were to reduce processing time, decrease the number of emails regarding returns, improve customer experience, and encourage customers to choose store credit over a refund.”

KELLY RINGEL
SALES SUPPORT, JOLYN

“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

“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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CHARIX

darn good yarn

squid socks®
squiddy dots hold socks on

JOLYN

GROOVE LIFE



ABOUT REVERSELOGIX



ReverseLogix is the only end-to-end, fully integrated returns management system (RMS) built specifically for retail, e-commerce, manufacturing, and 3PL organizations. Whether B2B, B2C or hybrid, the ReverseLogix platform facilitates, manages and reports on the entire returns lifecycle. Organizations that rely on ReverseLogix deliver a vastly superior customer returns experience, save employee time with faster workflows, and increase profits with 360 insight into returns data.

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

“Our experience with ReverseLogix has been one of the most positive we’ve had of any of our vendors. The quality of the product, all the way to the service of the account management and IT team. It’s been a really great experience of on-boarding and developing [the RMS], and ongoing as we’re evolving the use of the system.”

STEPHANIE KALCH
SENIOR DIRECTOR OF CUSTOMER SERVICE, SAMSONITE

“The reason Journeys did choose ReverseLogix is because we can go into one system and not have to do three or four other systems that we were doing previously. We just log into one and start the return and finish it all in one system.”

ERIN JOHNSON
SENIOR RETURNS AND VENDOR COMPLIANCE
MANAGER, GENESCO

“Returns have rapidly evolved into a critical factor in satisfying today’s eCommerce customers, prompting retailers to seek out partners like DHL Supply Chain to help implement and execute efficient, fast and cost-effective returns.”

CHRIS BLICKHAN
DHL

“Returns with ReverseLogix are at least 50-60% faster than the previous system.”

DIRECTOR OF DISTRIBUTION OPERATIONS
GLOBAL RETAILER

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 Genesco







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 account and support teams located within our fully owned and operated warehouses to answer questions in minutes, not days. Our tech-enabled warehouses and built-in proprietary, award-winning software provide real-time order visibility and are purpose-built to effortlessly handle sales spikes and sustained...

30

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

"We've been partnered with Shipfusion now for several years. They are excellent at what they do and offer far more competitive rates than their competition. I love that they have multiple warehouses which helps to reduce shipping zone charges. Our rep is always there to address any questions/concerns that arise."

JEFF BURGEE
CHIEF EXECUTIVE OFFICER, JLM NUTRITIONALS

"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

"Shipfusion made us feel like we mattered even though we are not a huge company."

GARETH EVERAD
FOUNDER, ROCKWELL RAZORS

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FLAWLESS
BY FRIDAY

kalumi

tushbaby

Rockwell
RAZORS®

REJUVIA™



2026
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.

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

“Loop was extremely responsive and actually was making incremental improvements to the product based on the global scale and reach of our business. We weren't just getting told, ‘we're going to put that in our product roadmap.’ We were actually getting results.”

SAM BUCKINGHAM
DIRECTOR OF GLOBAL DIGITAL PRODUCT, KEEN

“Loop was the most seamless integration for me, and the timeline for the onboarding process was the fastest. That really was my initial attraction to it, but also the automation. Previously, I had to do everything manually.”

NEEMA FRAIZER
DIRECTOR OF LOGISTICS, BRANDON BLACKWOOD

“Loop's Order Tracking has truly elevated our relationship with our customers. We're able to provide meaningful, branded updates so our customers feel cared for throughout their order's entire journey.”

JENNA BARONE
SENIOR OPERATIONS MANAGER, ELECTRIC PICKS

“After the initial call with Loop, it just made sense that this was going to work perfectly for us. The platform itself, all the data and reporting, is so seamless.”

KELSEY FINN
DIRECTOR OF E-COMMERCE, JOHNNIE-O



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BRANDON BLACKWOOD
NEW YORK



AURA BORA



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

“Plow & Hearth is very excited about delivering a great returns experience to our customers. Often this part of the customer journey is overlooked and Optoro offers us the opportunity to be best in class in this area, while at the same time streamlining the product's movement back to shelf for sale or disposition.”

LESLIE NEWTON
CHIEF EXECUTIVE OFFICER, PLOW & HEARTH

“For us, it was important to find a reverse logistics partner that is capable of both addressing a dynamic list of SKUs along with continuous disposition optimization to maximize recovery. Optoro provided easy to implement options for both.”

HEAD OF TRANSPORTATION & LOGISTICS
LEADING ONLINE MARKETPLACE COMPANY

“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

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TUCKERNUCK

Plow & Hearth

AEO INC.

GROUPON Goods





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.

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TOTAL CUSTOMER REFERENCES

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FEATURED TESTIMONIALS

“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

“Reclaimit has exceeded our expectations from the very first moment. The onboarding process was straightforward and well structured and created an immediate sense of trust. The solution-oriented approach that permeated every step of the process made us feel well taken care of from day one.”

SARA SIDENBLADH
CEO AND OWNER, GEGGAMOJA

“Using multiple warehouses worldwide, we had different procedures and customer journeys for each return. The process was entirely manual, with customers adding notes about the returned products, which our colleagues in the warehouse then had to decipher.”

ADAM GUDMUNDSSON
HEAD OF COMMERCE, IDEAL OF SWEDEN

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salling group

RÖHNISCH

Pyret
Snäckan

GEGGAMOJA

FRANK
DANDY



ABOUT REDO

REDO

Redo helps you consolidate your post-purchase tech stack saving you money and time while also providing a premium experience for your customers. Their goals are to help you retain profit through minimizing returns, enhancing your order tracking experience, optimizing your customer service and ultimately increasing LTV through a better post-purchase experience.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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

“We prefer an exchange over anything else in the scenario, because otherwise the product sits in their closet and they never come back to buy from us again.”

BEN PERKINS
&COLLAR

“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

“Redo has done a lot of great things, and I think Redo's AI responses might be one of the best, if not the best.”

SAIGE
PRIMO GOLF



TRUSTED BY



TEZZA



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] makes returns EASY for our customers and us. Before ReturnBear, our online returns were a manual process which involved multiple teams and multiple touch points with the customer. Since using ReturnBear: our return-related customer service tickets have gone down, customers receive refunds in a timely manner, and our warehouse team is able to get returned items back on the shelves quickly and efficiently for re-sale.”

MANNY ALAMWALA
DIRECTOR OF ECOMMERCE, PALLADIUM BOOTS

“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

“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

“If there were 6 stars, we'd give them. The app is smooth, fast and totally seamless, and the options for the customer (and automation for us) are above and beyond what any other return apps offer.”

BRANDY MERCREDI
FOUNDER & CEO, FRANC

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NADARÉ

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ORVA

PALLADIUM
DEPUIS 1947

SKIMS



ABOUT RETURNISTA

Re:turnista

part of katapul

Returnista enable online stores to offer a seamless experience, capture data and drive sales from the returns process. Returnista, your premium returns management platform. They believe that e-commerce companies that provide an optimal customer experience win. And they know better than anyone that the return process plays a crucial role in this.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We saw a higher than average return rate on certain products, this was the starting point of the project. We want to lower the return rate on an ongoing basis to increase profitability and customer satisfaction on our products. So we decided to dive into the data and figure out how to achieve the goal of lower returns.”

MICHEL VAN DER POEL
HEAD OF DATA, PROTEST SPORTSWEAR

“As a growing brand, we at WoodWatch quickly faced a difficult challenge: the proper handling of potentially unsustainable e-commerce returns. Although returns are inevitable within e-commerce, We wanted to handle them as environmentally conscious as we possibly could. That's why we started looking for a solution.”

KEVIN VAN DER VEER
CO-FOUNDER, WOODWATCH

“Over the past 8 years, we have been working hard to offer our high-end fashion products online. We were one of the first multibrand stores to completely move our company into the virtual world. This of course came with a set of new unique challenges.”

STEFANO PARISI
CHIEF OPERATING OFFICER, JHP FASHION

“Our biggest challenge is to make our products a (better) fit to our model. Products are now generally designed to be bought, and to end up in the trash after use. I envision us eventually working towards a different design of products.”

JULIE MUNNEKE
TINY LIBRARY

TRUSTED BY




Olivia & Kate






ABOUT RETURNLESS

returnless.

Returnless is an online returns solution that automates & simplifies the returns process. Our smart return form prevents unnecessary returns and in our returns portal you can see exactly what is returned, when and why. This gives you as a webshop more control over your returns process, and that means: reducing return costs, handling returns faster and reducing returns - Sweatless Returns.

14

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“With Returnless you can configure an awful lot and tailor it just to your liking. Everything is self-explanatory, where in the previous version it required a bit more research. I have fewer questions, and if I do ever have questions I get the solution from the Returnless team within an hour.”

ISABEL RUIJTER
CUSTOMER AND OFFICE MANAGER, SNURK
AMSTERDAM

“Thanks to our partnership with Returnless, the return process has been simplified for our customers, our logistics team can process returns more efficiently, and we have gained valuable insights into our returns data, which supports our data-driven approach.”

DESIREE LAUREIJSEN
ONLINE ASSORTMENT SPECIALIST, STUDIO ANNELOES

“What we appreciate most is that Returnless listens to our feedback and continuously develops the platform in collaboration with My Jewellery. Together with Returnless, we continue to improve the experience for both customers and our internal teams.”

BRITT KUSTERS
SUPERVISOR CUSTOMER CARE, MY JEWELLERY

“With Returnless customers can return via one of our stores. This is chosen by 30% of our customers. This offers advantages for both the customer and OFM.”

PAUL WIJNHOFEN
E-COMMERCE MANAGER, ONLY FOR MEN

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ABOUT REVENI



Reveni transform ecommerce logistics — turning it from a barrier into a growth engine. From day one, they set out to reinvent the entire logistics experience. They started with one of the industry's biggest pain points — returns — and evolved into a comprehensive solution that also powers seamless international shipping. Their core product redefines reverse logistics. They help brands offer instant refunds and exchanges, removing post-sale friction and boosting customer loyalty.

25

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We decided to activate Reveni at Deluem to further improve our returns process. We wanted to shorten it to optimise our operations, but we also wanted our customers to perceive it better. This way we could offer a better service and at the same time lighten our workload.”

LUCÍA SUÁREZ
CO-FOUNDER & CREATIVE DIRECTOR, DELUEM

“With Reveni and its instant refund we offer a much simpler and faster process for domestic and international returns, reducing the noise generated in the customer service team with questions related to “where is my refund”.”

NICO SOTO
ECOMMERCE MANAGER, EDMOND STUDIOS

“Automate where you can to avoid errors and scale. Make it as seamless as possible. And don’t underestimate how much instant gratification matters. It builds trust and brings people back.”

CHRIS FULLER
HEAD OF E-COMMERCE, BELLA FREUD

“We chose Reveni because we were looking for a solution that would help us manage returns and exchanges efficiently, improving our clients’ experience and optimizing response times.”

MARTA
CO-FOUNDER, SORELLAS THE BRAND

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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.

41

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We all came in with fresh eyes. In our first year, it was about setting the foundations. We wanted to improve our relationship with our customers and keep regaining that trust. After Black Friday 2022, we realised we could do more to simplify the experience for our customers.”

NICOLE JACKSON
HEAD OF CUSTOMER SUPPORT, HERA

“The frustration we had with them was the return labels – they didn’t do QR codes, it was only printable, and nowadays no one has a printer. Everyone wants a QR code. It was leading to lots of customer emails from my side.”

CHARLOTTE CONACHER
CUSTOMER EXPERIENCE MANAGER, STRIPE & STARE

“Swap came along at a really good time. When we launched the new site, we rolled out a new cross-border fulfillment solution.”

LUKE GREEN
HEAD OF ECOMMERCE, RED EQUIPMENT

“This proactive approach ensured a smooth implementation process with minimal disruptions to PANGAIA’s operations.”

PANGAIA

TRUSTED BY

MANORS

HERA

GALVAN
LONDON

Ed Hardy

D&D



ABOUT TWO BOXES



Two Boxes is an AI-powered returns processing technology platform purpose-built for the demands of modern commerce. By combining intelligent automation, including image classification, anomaly detection, and fraud identification with a flexible platform that enables any associate to process any return for any retailer globally, Two Boxes helps 3PLs and brands drive operational efficiency, recover inventory faster, and reduce fraud and revenue loss. The company serves leading enterprise accounts across DTC, B2B, and retail verticals.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Returns are a disaster at any 3PL and our process was no exception, until we went live with Two Boxes. It has been a complete game changer! We are looking forward to building our partnership with Two Boxes to make returns a strength for ShipCalm and our customers.”

GREG MOSER
CHIEF EXECUTIVE OFFICER, SHIPCALM

“Two Boxes clears any doubt about classifying our returns because the software tells you what to do. The products will be processed correctly as long as you're going through the steps that are laid out on the screen based on the SOP.”

ELLIS KIMMELL
FINANCE AND OPERATIONS MANAGER, CLOVE

“Every footwear brand fits a little differently, and every foot is unique.”

JOSEPH GULLO
VP OF SUPPLY CHAIN & LOGISTICS, THURSDAY BOOTS

“We needed the integrations and visibility to handle the volume.”

CASEY PIPERO
DIRECTOR OF VALUE-ADDED SERVICES, CAPACITY

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the perfect jean
nyc





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.

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Thanks to yayloh's rules engine, we have been able to adapt our returns process to our business objectives with remarkable flexibility and robustness. We have developed an intelligent table that associates each return with a specific country and carrier. This allows our customers to make their returns with the same carrier as originally, preserving their habits while guaranteeing them a fair price.”

FLORENCE REQUILÉ
PROJECT MANAGER, EASYCLOTHES

“Before yayloh, managing exchanges was entirely manual, and we lacked the tools to push revenue-retaining options like exchanges or store credits.”

JOHANNES KAYSER
CHIEF OPERATING OFFICER, NINEPINE

“yayloh's new claims flow ensures that customers receive quick and smooth assistance in case of a claim, while also making the handling process really efficient.”

HANNA HOLMBERG
HEAD OF MARKETING, SYSTERP

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

HÅVARD
JEANERICA

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OUR LEGACY

MYRQVIST

JEANERICA

DAGMAR

EASY
CLOTHES



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.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“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

“ZigZag is so flexible. As a retailer, when you work with ZigZag you know you are getting a really supportive partner that will help you get to the goals you want to get to.”

RACHEL TROKE
SENIOR PRODUCT MANAGER, NEW LOOK

“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

“ZigZag has allowed us to provide customer friendly return processing times within in our warehouse.”

LOGISTICS MANAGER
SPORTSSHOES.COM

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NEW LOOK

MATCHES

LANDS' END

ECCO®