

A GUIDE TO...

# RAPID REFUNDS

What motivates a shopper to go through the hassle of sending something back? Money! Having a choice of carriers and the ability to track a return is nice to have, but they don't actually care whether it's reached your warehouse and your team still need to process it. They care about getting their money back. The rest of it is your problem.

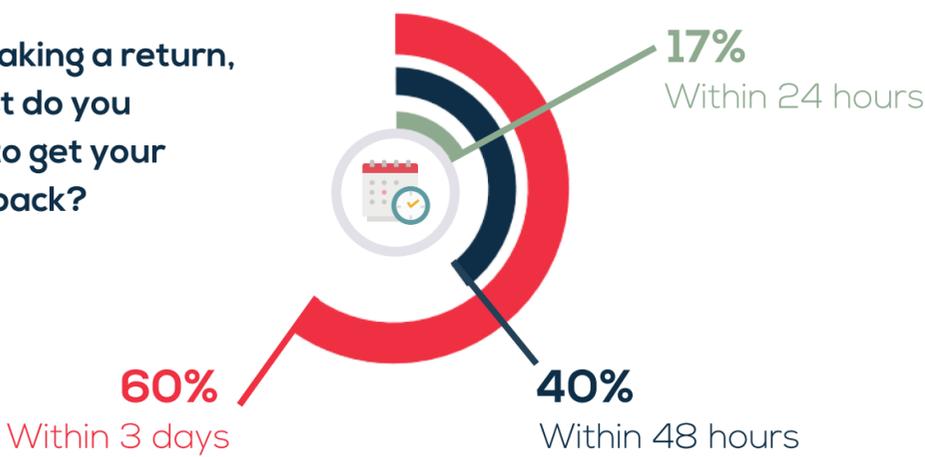


**ASK YOURSELF...**

How can you turn this problem into an opportunity?

## WHY OFFER RAPID REFUNDS?

After making a return, how fast do you expect to get your money back?



**95%**

Of shoppers say they would be more loyal to a retailer that offered same day refunds.

## RAPID REFUNDS COULD LEAD TO...

**58%**

**OF SHOPPERS SPENDING MORE**

**56%**

**OF SHOPPERS PURCHASING MORE FREQUENTLY**

Once you know an item is on it's way back to you, why wait to refund your customer?



Looking at a cross-section of ReBOUND clients offering rapid refunds, **less than 1%** of customers sent back fraudulent returns.



Refund chasers are typically the second highest cause of customer service contacts.

**FOOD FOR THOUGHT...**

Offering rapid refunds can lead to a CS cost reduction that far outweighs the cost of fraudulent returns.

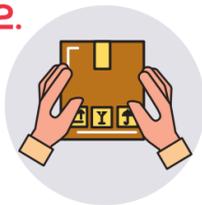
## HOW DO RAPID REFUNDS WORK?

1.



Your shopper registers their return online, letting you know what they're returning and why.

2.



The shopper then either has their parcel collected, or drops it off at their chosen drop off point.

3.



You'll be notified the parcel is in the network, so you can issue a refund, confident the item is on it's way back to you.

## READY TO OFFER RAPID REFUNDS?

Contact ReBOUND for more information on rapid refunds.

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