



Real-world success stories

Customers tell us how ClearSale makes their lives easier by helping them increase sales, control fraud and improve customer experience.

See the results of our focused expertise through real-life stories from ClearSale clients.

Ready to Get Started?

Call us at **+1 786 888 4584** or email **contact@clear.sale** to speak with a fraud expert today!

www.clear.sale

We Help Companies Grow Online Revenue

Merchant Chargeback Prevention Success Stories



See how our clients approve more orders, stop more fraud, and create happier customers.

Proven Partner

700+

Specialized Fraud Analysts

3000+

Direct Clients

18+

Years of Experience

160+

Countries

99+%

Customer Retention Rate

TIMEX

Samsonite



SONY



SSENSE

BETTERWAYHEALTH



endeavor



peerinsights



Enterprise Success Stories

World-class brands demand world-class solutions. ClearSale is the solution of choice for some of the world's most demanding organizations, in some of the world's most challenging markets.

We have the experience and expertise to navigate any fraud situation and any risk profile, and we uniquely have the ability to deliver a solution that is 100% tailored to your specific business model.

In addition to protecting your digital channels, we also offer strategies and consulting services to help you protect your sales across physical channels as well, including support for brick-and-mortar retail outlets, telecom companies, banks, card issuers, door-to-door sales, and more.

Read on to see how we've supported leading enterprise organizations around the globe.

ASUS[®]

Avianca 

 **motorola**

CONFIDENTIAL

 **privalia**

dafiti

SONY[®]

CONFIDENTIAL


UNDER ARMOUR

**Complete. Customized.
Customer-Centric.**

We combine our fraud expertise with your business drivers to create a custom fraud solution that fits your exact needs.

Success case



California, USA



Custom platform



USD confidential/year



AOV: USD confidential

ASUS makes its online business more profitable with ClearSale

ASUS, the 4th largest computer manufacturer in the world, operates an e-commerce store where orders can run into five-figure sales. ASUS manually reviewed each transaction, yet still fell victim to sophisticated fraud. The company needed to stop fraud without falsely declining good orders – and so it turned to ClearSale.

65%



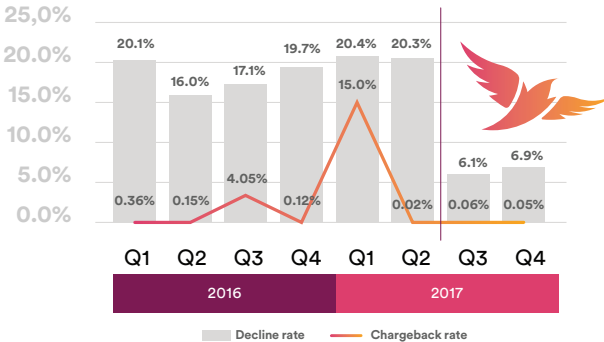
Decline in transaction declines

98.5%



Drop in fraudulent chargebacks

Chargeback vs. Decline rates



“Online fraud was a constant nightmare, draining resources and time.”

Success case



Brazil



Amadeus



USD 5 billion/year



AOV: USD 600.00

Avianca manages cross-border transactions with ClearSale, cuts chargebacks by 80%

ClearSale implemented customized fraud score and proprietary human review processes. In the first week, Avianca cut their chargeback rate in half, while maintaining approval rates and pioneering the use of device fingerprinting.

80%



Decrease in chargeback rates in the 1st month

98%



Approval rates for cross-border transactions

0.10%



Fraud-related chargeback costs

Success case



Mexico



Vtex



USD confidential/year



AOV: USD confidential

Motorola wipes out chargebacks and false declines in Mexico with ClearSale

The chargeback rate in Mexico is three times higher than the global average, and Motorola's products are highly targeted by fraudsters due to the high resale value. During peak sales periods in November and December, order volumes often grew tenfold, making it nearly impossible for its team to keep pace with screening and flagging suspicious transactions. Motorola needed a fraud partner with experience in this high-risk market, and ClearSale was able to quickly achieve amazing results for the company.

65%



Fewer total declines

80%



Lower false declines

99.6%



24-hour response rate from ClearSale

Success case

CONFIDENTIAL

Europe, USA, Canada

Demandware

USD 50 million/year

AOV: USD 100.00

Popular U.S.-based watch brand grows its online presence without increasing fraudulent chargebacks

This well-known watch manufacturer wanted to expand their e-commerce presence – which also exposed the brand to increased fraud attacks. Unfortunately, the brand’s in-house fraud program struggled to keep up, and false positives were heavily affecting the customer experience. Within three months, ClearSale made a measurable impact:

2%
Points

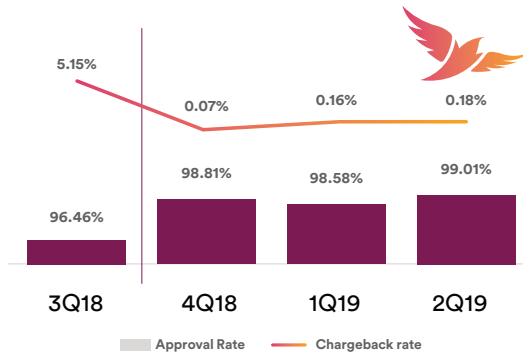


Increase in approval rates

98%



Drop in fraudulent chargebacks



“We are more than happy to endorse ClearSale”

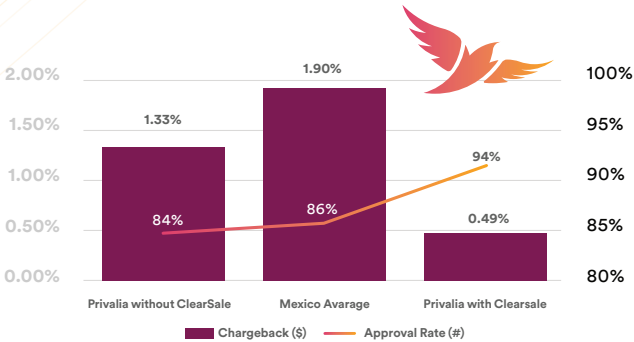
Success case



- Mexico
- Custom platform
- USD 150 million/year
- AOV: USD 75.00

From business process consulting to full outsourcing in one of the highest risk markets in the world

Privalia is one of Mexico’s top 10 e-commerce platforms, supporting more than 200,000 monthly transactions. However, because Privalia struggled with their fraud prevention solution, they contracted with ClearSale for consulting services. ClearSale’s team of specialists conducted an in-depth analysis of Privalia’s fraud prevention process and metrics. At the end of the consulting project, Privalia ran a competitive RFP process, in which key global fraud players participated. ClearSale won the RFP and became Privalia Mexico’s fraud prevention provider. The numbers show why we managed to surpass Privalia’s expectations:



Success case

dafiti

- Latin America
- Custom platform
- USD 50 million/year
- AOV: USD 50.00

Dafiti sustains high growth in high-risk markets with custom procedures and reports

Dafiti is one of the fastest-growing e-commerce fashion brands in Latin America. But with an enormous catalog of SKUs and planned expansions into new, high-risk countries, the in-house fraud team struggled to keep up. Dafiti needed a solution that would enable it to efficiently approve as many orders as possible, without increasing fraud-related chargebacks.

8%



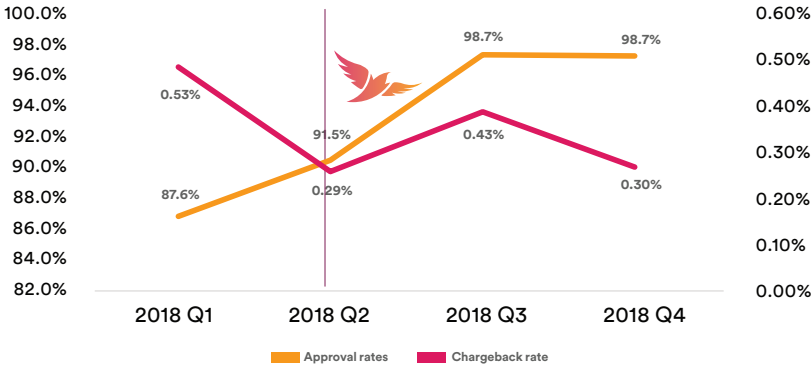
Increase in approval rates

25%



Drop in fraudulent chargebacks

Chargeback vs. Decline rates




Success case

SONY

 Latin America

 Custom platform

 USD 15 million/year

 AOV: USD 500.00

A customized approach enabled Sony to transition from in-house fraud operations to a fully outsourced fraud solution in high-risk countries

With chargeback rates in some countries exceeding 3%, Sony needed a unique solution. ClearSale works with Sony via an SLA that defines specific fraud-related KPIs to meet. If ClearSale does not meet the agreed-upon KPIs, Sony receives a discount on their invoice.

5%



Increase in approval rates

<0.2%




Fraud-related chargeback rate


Success case

CONFIDENTIAL

 **Brazil**

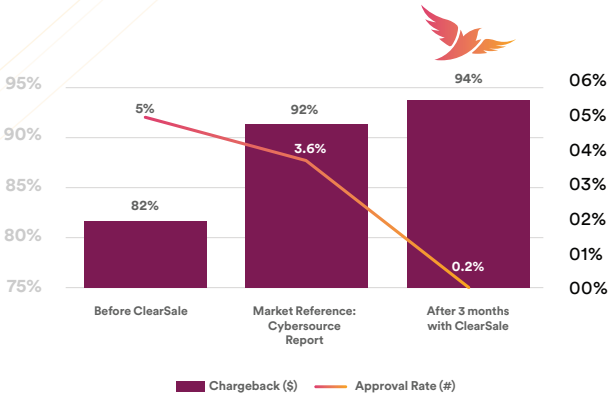
 **Custom platform**

 **USD 170 million/year**

 **AOV: USD 200.00**

For a fast-growing company with a huge variety of products and categories...

...managing fraud prevention in-house was requiring an ever-increasing amount of resources and attention, which competed with the company's business development and customer service objectives. Meanwhile, decline rates and chargeback rates were both spiraling out of control. ClearSale simplified the company's fraud program with a fully outsourced solution. In three months this merchant was able to see significant results:



Success case



 Latin America

 Demandware

 USD 10 million/year

 AOV: USD 75.00

Under Armour safely expanded sales in Latin America with ClearSale's help

Fraud prevention is a major issue hindering brands from expanding digital sales into the high-risk Latin and Central America markets. Under Armour implemented an extremely conservative fraud program that primarily focused on avoiding fraud – but as a result, the fraud program incorrectly declined a large number of valid transactions. Working with ClearSale changed that.

92%



Increase in approval rates

90%



Drop in fraud-related chargebacks

E-Commerce Success Stories

When you're running an online store, every order counts. You need to deliver the best experience possible for your customers. But you also can't afford to lose money to fraudsters.

Many merchants try to monitor incoming orders manually, hoping they can spot the fraud attempts and decline the order to prevent the chargeback. They quickly find this approach demands a lot of their resources to manage. Other merchants may rely on the built-in fraud filters that come with their e-commerce platform, or out-of-the-box fraud software. But these fraud programs can be difficult to customize. Often, they end up declining perfectly good orders by accident – and this means the merchant loses revenue and frustrates customers.

Read on to see the successes we've helped our merchant clients achieve.

bloom

idrinkCoffee.com
Roasters and Merchants

BlueRobotics

RVPartShop
RV, OUTDOOR & CAMPING ESSENTIALS



Microsoft

**américa
móvil**

CONFIDENTIAL

The ClearSale Fraud Solution

Fraud should never prevent your company from realizing revenue, and your fraud solution should never get in the way of your customer experience. Trust ClearSale to outsource your fraud management, and sell more with confidence.

Success case

bloom

 USA, Hong Kong, UK,
France, Australia

 USD confidential/year

 Shopify

 AOV: USD confidential

Baby products manufacturer is blooming thanks to hands-off fraud management solutions

After a disappointing experience with other fraud prevention vendors, bloom turned to ClearSale's Total Guaranteed Protection. ClearSale was integrated with Shopify in 10 minutes, and transactions started to be analyzed the same day.

386%



Revenue growth

99.8%



of orders approved

\$0



Fraud-related chargeback costs

"Before ClearSale we tried different fraud management apps through our e-commerce platform, but they just didn't have the capabilities and customer service we were looking for. We needed more assistance and support but weren't getting it. Between the reduction in staff time spent on fraud and the reduction in chargebacks, we're saving much, MUCH more than ClearSale bills us for fraud management."

Success case



Canada



Shopify



USD 5 million/year



AOV: USD 150.00

iDrinkCoffee outsources fraud management to detect fraud despite limited resources

When a \$65,000 purchase was cleared by their card network but flagged by suspicious staff just before the order shipped, iDrinkCoffee realized it was time to outsource their fraud protection to a partner that could offer around-the-clock monitoring and industry expertise.

27%



Sales increase in 2 months

**8%
points**



Jump in approval rates

\$0



Fraud-related chargeback costs

“With ClearSale taking care of our fraud management, it takes the anxiety and guesswork out of it, so I don’t have to worry.”

Success case



Canada



WooCommerce



USD 5 million/year



AOV: USD 250.00

Blue Robotics delivers a frictionless consumer experience without false declines

Blue Robotics' high-value products and same-day international shipping created a huge target for fraudsters. When the company tried tackling this on their own, they declined too many orders, which only frustrated legitimate customers and failed to stop fraud losses and costly chargebacks. ClearSale provided a better solution.

Free time



To expand business

99%



Approval rates

\$0



Fraud-related chargeback costs

Success case



Canada



Prestashop



USD 1 million/year



AOV: USD 500.00

From Fraudlabs free to ClearSale Total Guaranteed protection

In the early years of the business, RV Part Shop only rarely experienced fraud, and those transactions were easy to manually identify and prevent. That is, until early 2018 when a few-dozen fraudulent transactions in a two-week period all slipped through undetected. Fortunately, RV Part Shop contacted ClearSale, and now the company sees smooth roads ahead.

**Free
time**



To expand business

99%



Of transactions are approved in fewer than two hours

\$0



Fraudulent chargebacks

"The time we would have spent reviewing orders? Now I can spend that time going out and landing more business."

Success case



 Seattle, USA

 Magento

 USD 500k/year

 AOV: USD 400.00

Interconnection approves more orders, expands into high-risk markets, and triples revenue

Interconnection is the exclusive computer refurbisher for Microsoft Community Affairs and the sole non-profit computer provider for TechSoup. Within six months of working with ClearSale, Interconnection experienced:

344%



Revenue Increase

**13.3%
points**



Increase in transaction approvals

\$0



Fraud-related chargeback costs

"It's clear that they care about us as an organization and want to do everything they can to help us succeed in our goals"

Success case



Brazil



Custom platform



USD 235 million/year



AOV: USD 30.00

América Móvil wins big and stops subscription fraud with a customized solution.

Annual fraud losses in the wireless services industry can reach as high as 3% - 8% of annual revenues. Losses to telecom subscription fraud can include the lost opportunity cost, the direct fraud costs, and the cost of navigating lawsuits often filed by the victims of identity theft. América Móvil needed a customized solution, and ClearSale stepped in to help. ClearSale reviewed and analyzed the previous historical behavior of subscribers to classify them into appropriate categories: fraudulent, potentially fraudulent, insolvent, and normal. Any subscribers not flagged as normal are contacted by ClearSale's team of fraud analysts, specially trained for América Móvil's unique operations.

37x



Year 1 ROI

376x



Year 3 ROI

Success case

CONFIDENTIAL



Brazil



Custom platform



USD 7 million/year

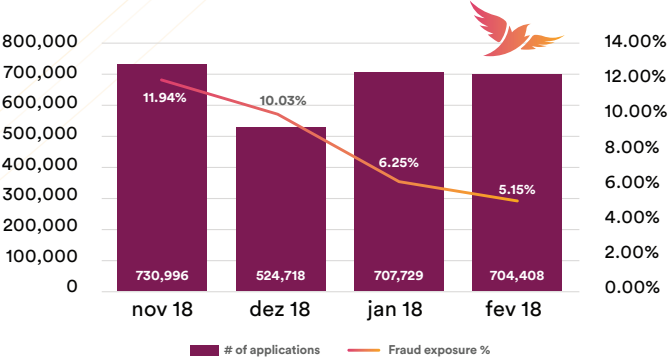


AOV: USD 130.00

One of the largest commercial banks in Brazil with a presence across the globe wipes out the costs of application fraud

With ClearSale's fully outsourced solution combined with ClearSale's data analysis expertise, this major Brazilian bank was able to reduce its fraud exposure by 60% in just three months.

Fraud exposure x applications



What customers say about ClearSale:



✔ Verified order

RC Planet
Online Hobby
Superstore

Very pleased with their services!

We've been working with Clearsale for over a year now and are very pleased with their services. Their analyzation process is fast, they are very quick to respond to any special needs or questions, and we've enjoyed working with them! We used to do our own fraud prevention but it's better having a team to review orders with all their resources, which are more extensive than our own.



✔ Verified order

electricbike
andskate.com

Wonderful service run by real people ...

Wonderful service run by real people who actually care!



✔ Verified order

Royal Jewelers

We are a new customer

We are a new customer. Clear-Sale has been very helpful getting us started, resolved any potential issues immediately, and been very accessible. They even recommended a software partner to assist us in fixing some of our website issues.

Published Wednesday, August 16, 2017



✔ Verified order

Luxury Watches
NYC

Great Company!! Great Customer Support!!

Perfect Partner, Solid Customer Support. 100% accurate Fraud order management. Never had an issue with them.



✔ Verified order

Budget Air Supply

Excellent Service, Great Protection,

Excellent Service, Great Protection, reasonable pricing, Well worth it. They are stopping the Scammers! A must in todays Ecommerce World. 100% Satisfied, Big Time Thumbs Up!"



✔ Verified order

Carolazeta.com

ClearSale is a very professional company,

ClearSale is a very professional company, their help has been (and is) a point of reference for our job. We highly recommend them!"



✔ Verified order

kindgardensupply.com

I've already recommended this to several of my colleagues

I had some scammy situations prior to ClearSale. Now I can focus on the important things in my business with the confidence that ClearSale has my back. I've already recommended this to several of my colleagues. I'm so happy ClearSale was recommended to me!!"



endeavor



Approve more sales, prevent chargebacks and protect your customer experience

01

Fraud prevention

Stop fraudulent activity in your e-commerce store

02

Revenue growth

Convert falsely declined transactions into approved orders

03

Optional chargeback guarantee

Be compensated for losses due to fraudulent chargebacks

ClearSale is the only **complete fraud solution** that ensures you can approve every good order, stop every fraudulent order, and grow your e-commerce sales confidently and safely.

We were the first fully outsourced fraud management solution on the market in 2001, the first to offer chargeback guarantees, and we remain the largest and only solution with the scale, flexibility, expertise, and experience to support any merchant globally.

Proven Partner

3k

merchants

99%

customer retention rate

150+

countries

700+

specialized analysts

18+

years in business

24/7

availability

Ready to Get Started?

Call us at **+1 786 888 4584** or email **contact@clear.sale** to speak with a fraud expert today!

www.clear.sale



More Sales. Less Fraud. Happier Customers.

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