

Returns Management

Seamless Online Returns Management For Superior Customer Experience

MODULE BROCHURE

With an over 30% return rate on all products ordered online, today's returns represent a growing problem for every business. Automating returns in the last mile will drive efficiency and reduce costs, and help brands and businesses deliver a superior customer experience.

Industry Statistics

- 60%** Consumers will consider the returns policy before making a purchase
- 92%** Consumers stick to brands that offer a good returns experience
- 81%** Consumers switch to rival brands due to bad returns experience



Challenges

- ✓ Streamline the returns process to deliver a superior customer experience
- ✓ Increase customer retention and brand loyalty
- ✓ Enhance returns planning and execution capabilities
- ✓ Drive proactive customer engagement throughout the returns process
- ✓ Improve return processing efficiency
- ✓ Improve end-to-end order and returns visibility

FarEye Return

FarEye's Return solution can help you give consumers a superior returns experience. By automating returns in the last mile, customers can recapture revenue with convenient exchange options, drive operational efficiency with multiple pickup and dropoff locations and increase customer lifetime value by personalizing experiences.



Easy Returns & Exchanges

Enable customers to return or exchange products via a branded returns portal. Ensure your returns and shipping policies work for your customers by allowing them to choose their preferred carrier.



Select Return Reason

Get actionable insights for your business with easy customer return reason form. Derive intel on the top reasons for return, most returned products & top locations.



Schedule Return Method

From easy home pickups to providing multiple drop-off locations, customers choose and share their return method and day.



Refund Payment Processing

Integrations with payment gateways to provide a seamless refund experience.



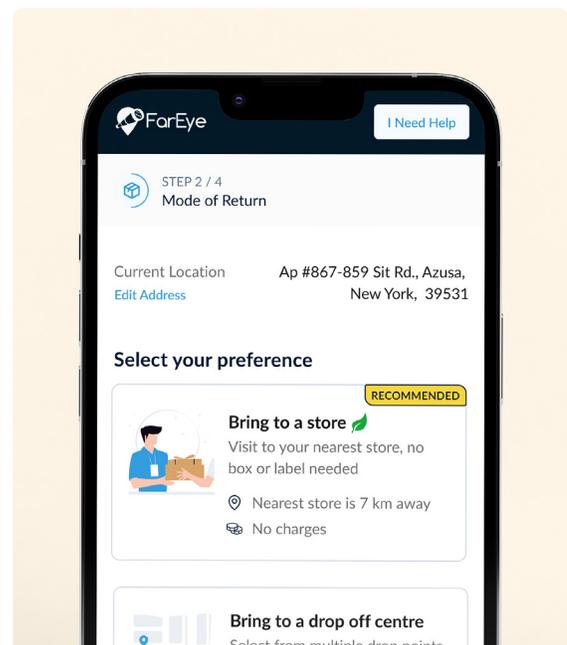
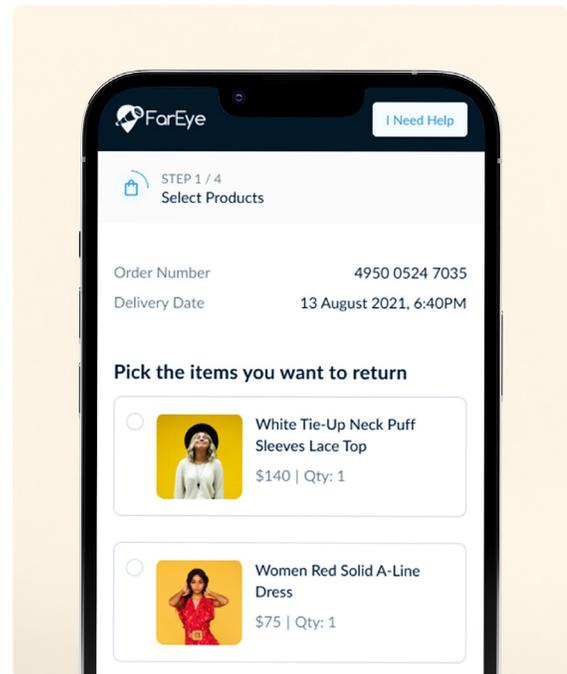
Track Refund Status

Provider real-time tracking and refund updates via customers' preferred communication methods like email or SMS.



Complete Customization

Personalized experience for each customer with complete platform theme customization.





Benefits

- Improved customer experience with nearest dropoff location detection
- Improved consumer loyalty and reduced churn
- Proactive communication with all order-related updates
- Real-time tracking and refund notifications
- Improved inventory planning

Trusted By:



First Choice for Last Mile

About FarEye

FarEye's Intelligent Delivery platform turns deliveries into a competitive advantage. Retail, e-commerce and third-party logistics companies use FarEye's unique combination of orchestration, real-time visibility, and branded customer experiences to simplify complex last-mile delivery logistics. The FarEye platform allows businesses to increase consumer loyalty and satisfaction, reduce costs and improve operational efficiencies. FarEye has 150+ customers across 30 countries and five offices globally. FarEye, First Choice for Last Mile.