

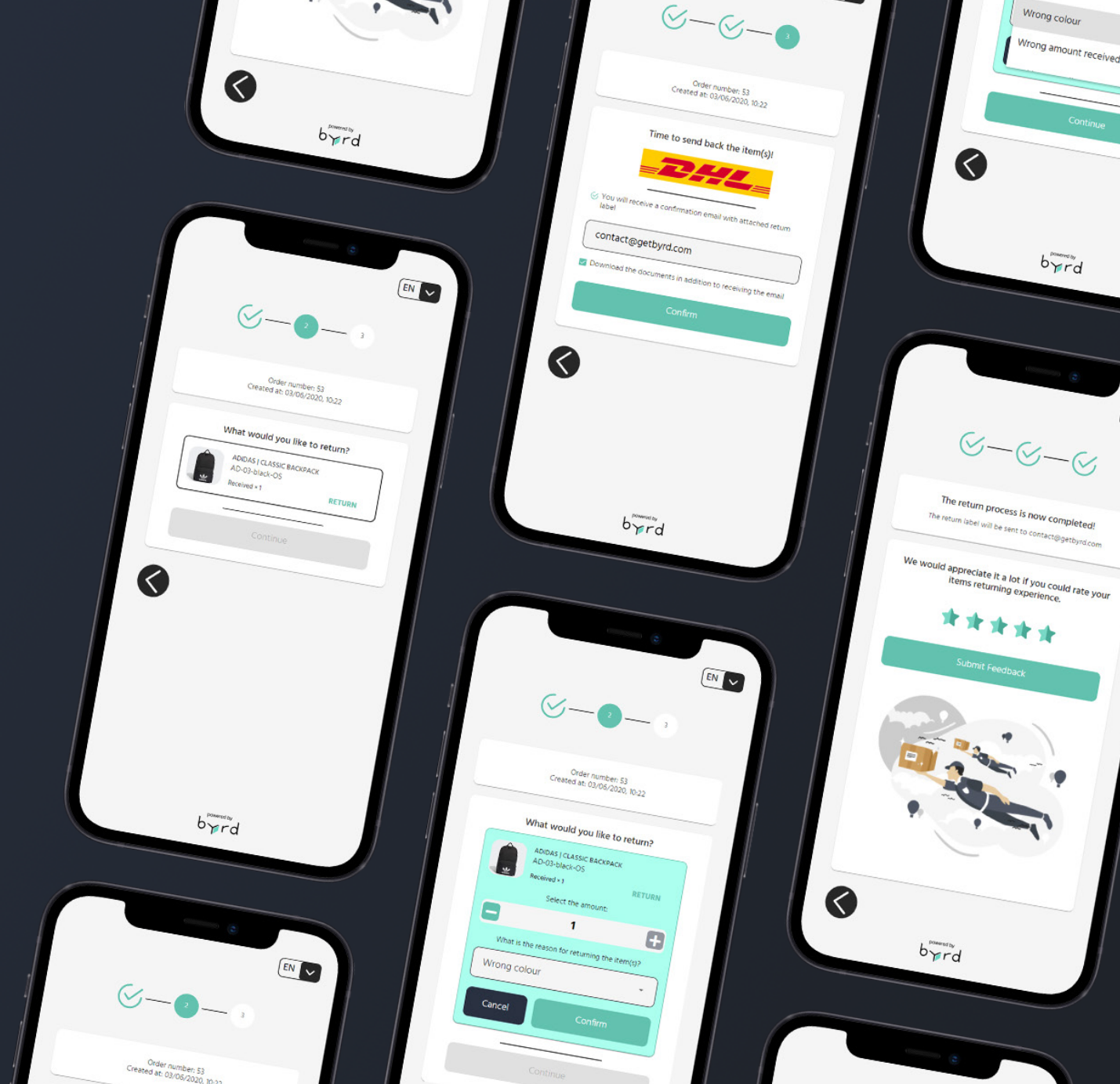


Fulfil Your Potential

RETURNS PORTAL

Reduce costs. Simplify the process.

Deliver customer enthusiasm.

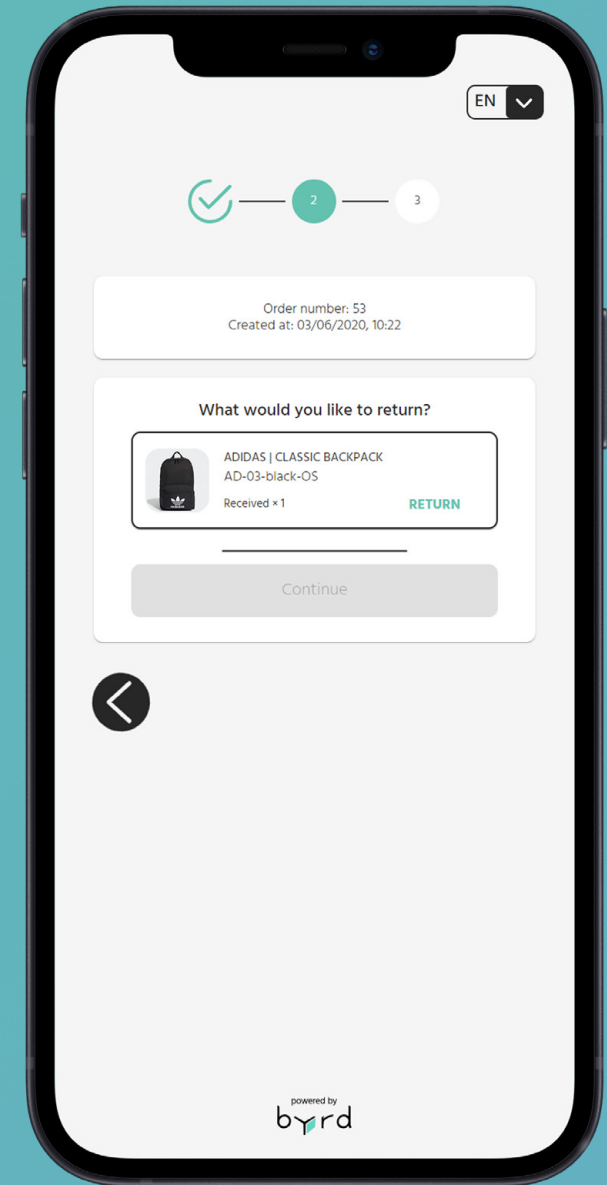


Returns portal by byrd

Returns, refunds, and exchanges are all a part of doing business online. However, we know managing your reverse supply chain can be a time-consuming process, and without a proper system for handling requests, these requests can eat up a lot of time, energy, and money with hours spent on customer service emails and spikes in handling returned products.

Most importantly, research indicates that 84% of shoppers won't come back to a retailer if they've had a poor returns experience. Therefore, a good customer experience for the return management process is paramount for customer satisfaction and loyalty.

With byrd's returns portal, you save valuable time by enabling your customers to initiate their own returns. **Think of it as a self-service return portal.**



Benefits at a glance



Reduce pressure on customer support

Save your time and resources by turning the return process into customer self-service.



Full transparency for all parties involved

Customers benefit from a customer-friendly procedure for declaring returns and you get to know which items are coming back, well in advance.



Save money with on-demand return labels

By moving away from the costly box-included return labels, you are improving the unboxing experience and saving money.



Digitally capture the reason for return

Get valuable insights into customer's exact reasons why they are returning an item by using the fully customizable set of return reasons for your items.



Drive customer loyalty

The self-service return process is a better experience for your customers. They'll remember that the next time they shop online for your products.

Seamless self-service returns portal

Step 1:

Customers can opt to find their order by entering the order number and email address used in order, or alternatively, by entering the shipment number and zip code.

To further optimize the returns process, a customized link can be sent to the customer directly via email, passing up the first step of searching for the order in the returns portal.

The mobile app interface for Step 1 of the returns portal, titled "Find by order". At the top right, there is a language selector set to "EN". Below it is a progress indicator with three steps: 1 (active), 2, and 3. The main content area is a white card with the heading "Welcome to returns portal!" and the subtext "What would you like to return?". There are two tabs: "Find by order" (selected) and "Find by shipment". Below the tabs are two input fields: "Order number" and "Email used in order". A green button labeled "Find my order" is at the bottom of the card. A small disclaimer at the very bottom of the card reads: "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply." The Byrd logo is at the bottom of the screen.

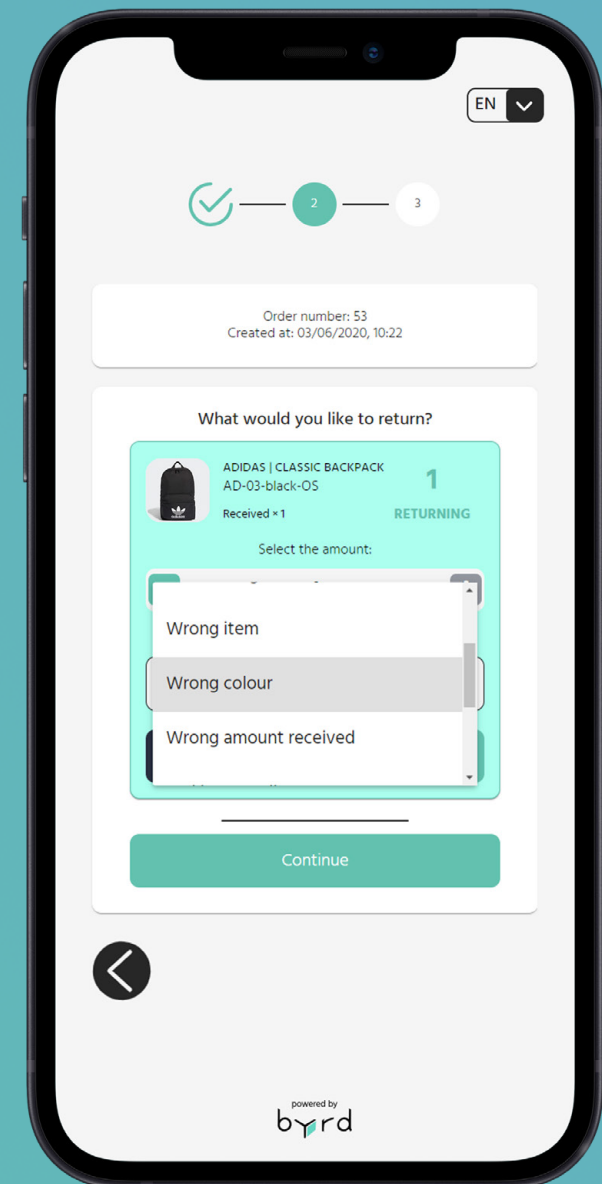
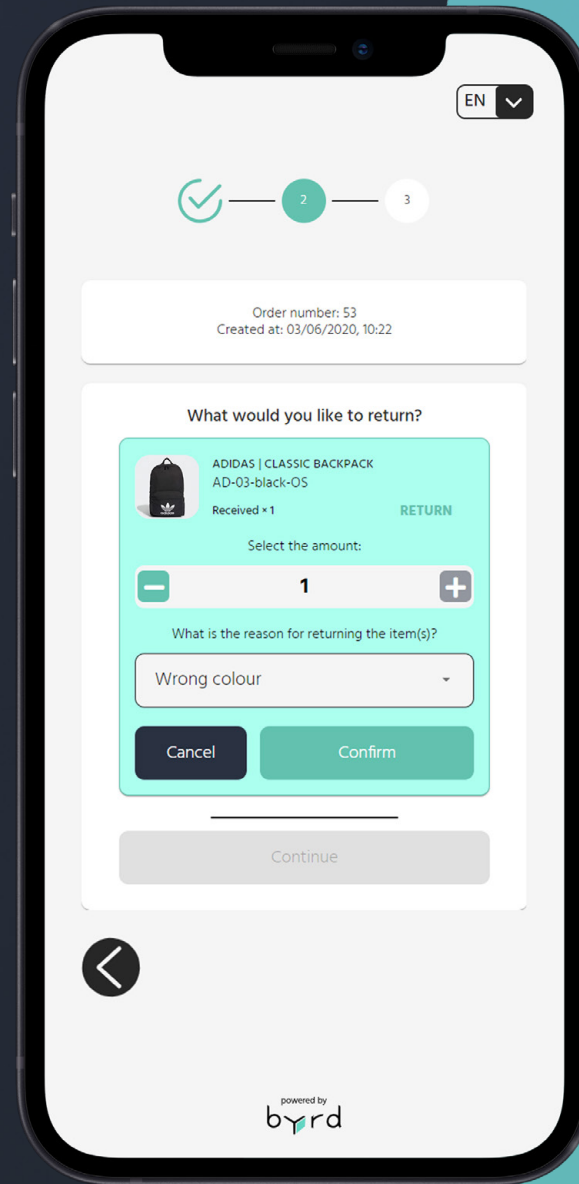
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Seamless self-service returns portal

Step 2:

Customers can select which items they would like to return, select the amount, and give the reason for return.

The return reasons are fully customizable and can be further personalized to match the category of an item.



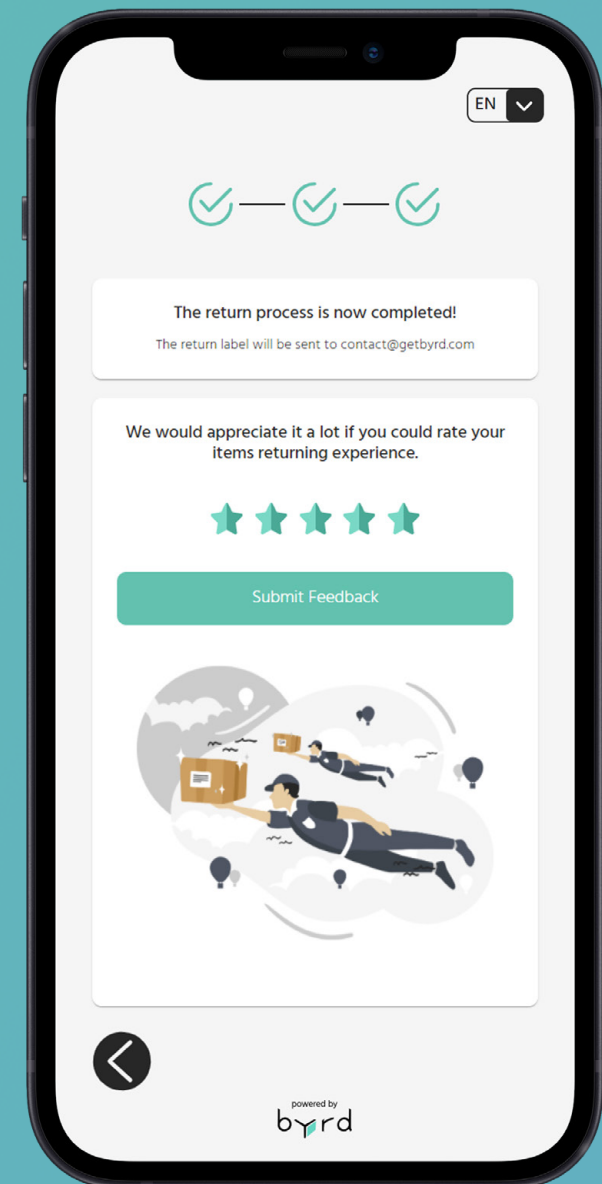
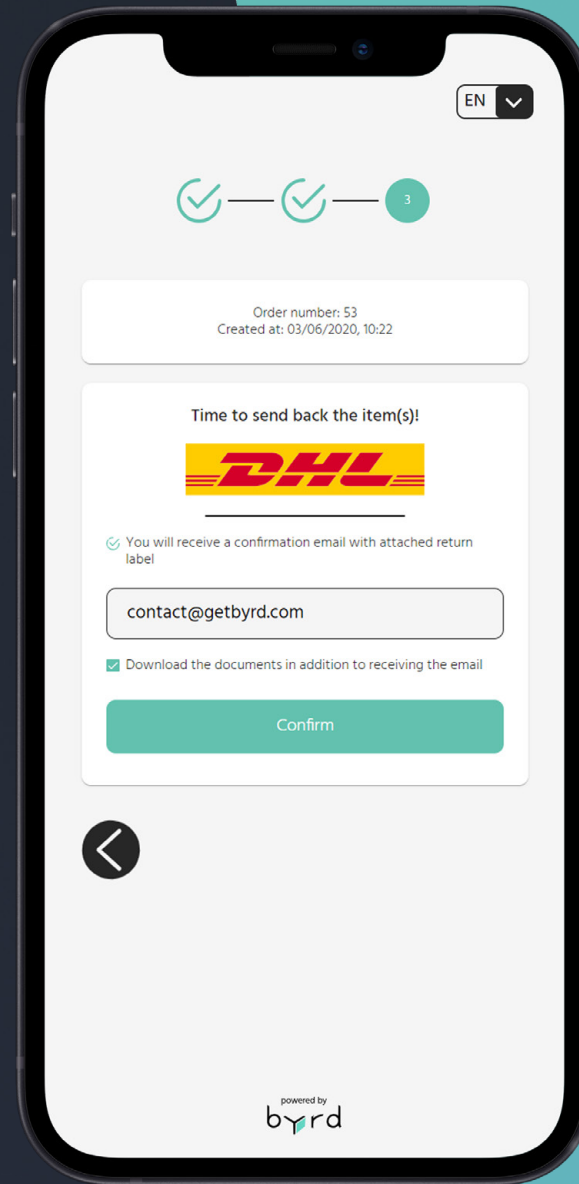
Seamless self-service returns portal

Step 3:

In the third step, the customer can confirm the return in order to generate the return label within seconds, ready-made for printing. The return label will also be included in the confirmation mail which is sent to the customer.

In addition, the returns portal supports using virtual return labels. Customers can use generated QR code to return the package 24/7 via Packstation (applicable for DHL in Germany).

This green alternative is especially attractive for environmentally-conscious customers.



Seamless self-service returns portal

Step 4:

After completing the returns request process, the customer receives a confirmation mail with a summary of their returns request with an attached return label.

When the shipment is successfully delivered back to the warehouse, the customer receives another email, notifying them about the completion and information about the refund status.

1

Receive a returns request process confirmation email with the return label.



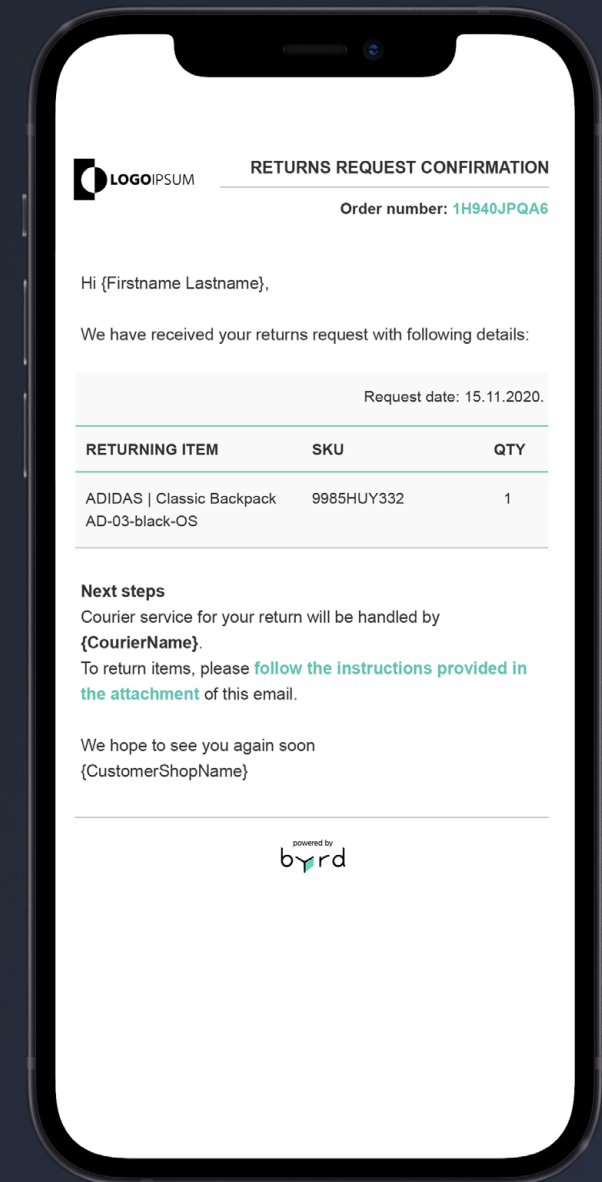
2

Attach the return label on the package and send it back.



3

Receive a final confirmation email and refund information.

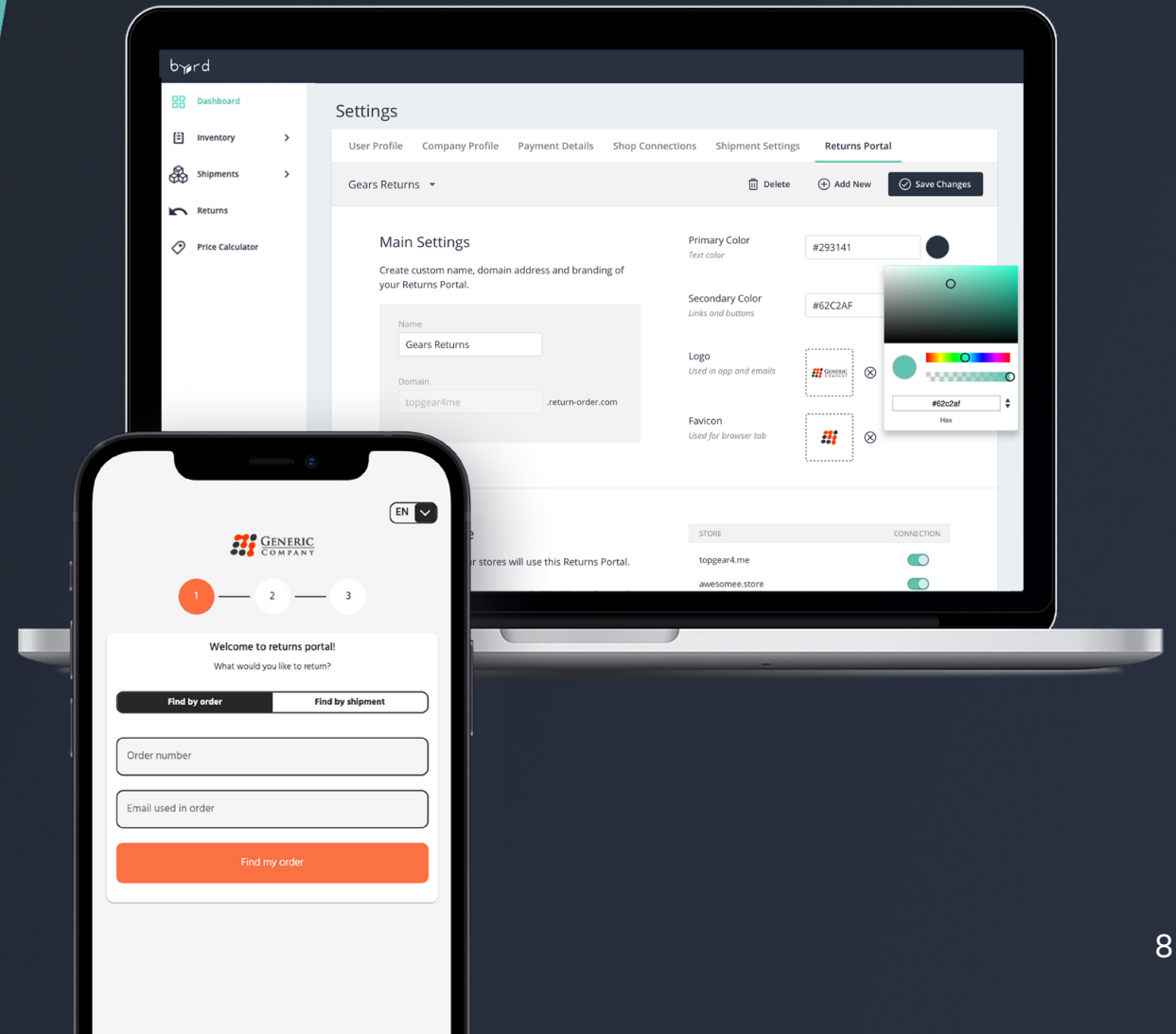


Customizable branding

With customizability and branding options, we empower you to create an engaging and memorable return experience for your customers, fostering customer confidence in your brand.

You can easily customize your returns portal directly in the Customer Dashboard with an intuitive and user-friendly interface that enables quick and hassle-free adjustments to match your branding preferences.

Make returns portal your own; the magic is in your hands.





Fulfill Your Potential

Turn every return into a new order with byrd's returns portal.

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