



Automate your returns.

Loop + Aviator Nation



Figures below represent annual averages.

59.6%

Additional retained revenue.

11%

Reduced refund rate.

\$10.83

Upsell per return.

“After switching to Loop, our returns philosophy changed – returns are no longer a cost center, but a profit center. We didn’t realize how much revenue could be generated through returns until we integrated with Loop.”

ECOM CUSTOMER SERVICE MANAGER
MATTHEW SOLUSOD

COMPANY INFO:

Aviator Nation is a 1970’s inspired, California lifestyle brand selling hand-made, distressed hoodies and sweatpants.

INDUSTRY: Apparel

PREVIOUS SOLUTION: Return Magic

CHALLENGES:

- Returns and exchanges were manual making the process costly and wasteful
- Customer facing process was confusing and not user-friendly
- Large percentage of refund rates meaning additional costs and revenue losses
- Returns were a cost center, difficult to manage, and a challenge for all involved

SOLUTIONS:

- Automated returns, granting more time for unique business needs
- Clarified and optimized customer facing processes and web-interface
- Exchange-first focus increased revenue retention while decreasing refund rate
- Transformed returns from cost center to profit center through our integration

LOOP RETURNS – CONFIDENTIAL

Transform your returns into *exchanges with Loop.*

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