



Automate your returns.

Loop + Monos



Figures below represent annual averages.

22.6%

Additional retained revenue.

\$16.2K

In time savings: 1,100 hours.

\$9.33

Upsell per return.

“It’s comforting to know when a customer initiates a return they’ll be taken care of by Loop. We are confident in sending our customers to their platform; Loop consistently provides a great shopping experience.”

DIRECTOR OF CUSTOMER HAPPINESS
MIKE WU

COMPANY INFO:

Monos is a premium Canada-based travel and luggage company.

INDUSTRY: Luggage

PREVIOUS SOLUTION: Manual

KEY LOOP FEATURES:

- Instant Exchange
- Insights
- Shop Now (In-App)

CHALLENGES:

- Manual returns were time consuming, costly, and difficult to manage
- No available data on returns nor their environmental impact
- Customers were frustrated due to delayed returns and inability to self-process
- Lack of customizable return rules kept policies rigid

SOLUTIONS:

- Self-service, automated returns saved time for internal team
- Reliable returns data that showcases environmental impact - so they can reduce it
- Customers happy to process their own returns and see real-time inventory
- Customizable return rules align our policies with our mission and sustainability efforts

LOOP RETURNS – CONFIDENTIAL

Transform your returns into *exchanges with Loop.*

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