



Customize your returns.

Loop + Studs



Figures below represent annual averages.

20.0%

Additional retained revenue.

2.0%

Average return rate.

\$1.20

Upsell per return.

“We needed a customizable returns platform that could scale with our business. Loop has not only filled that need, but exceeded our expectations. They advocate on our behalf, and they truly feel like our partners.”

VP, DIGITAL PRODUCT
YUJIN YONG

COMPANY INFO:

Studs is an experiential retail and ecommerce brand that has reimagined the ear piercing experience.

INDUSTRY: Jewelry

PREVIOUS SOLUTION: Returnly

KEY LOOP FEATURES:

- Integrations
- Insights
- Custom Rules

CHALLENGES:

- Unreliable data around returns, exchanges, and refund rates
- No consistent point-of-contact made fixing errors or bugs difficult and untimely
- Previous solution was too rigid and couldn't scale with us
- Lack of customizable return rules left shoppers frustrated

SOLUTIONS:

- Return process now captures reliable, trustworthy, and granular information
- Dedicated account manager feels like an extension of our team
- Automated processes can effectively scale with our growing business
- Customizable return rules align our exchange process with our mission

LOOP RETURNS – CONFIDENTIAL

Transform your returns into *exchanges with Loop.*

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