



# Automate your returns.

*Loop + Under 5'10*



*Figures below represent annual averages.*

## 31.7%

Additional retained revenue.

## 39.2%

Of exchanges through Instant Exchange.

## \$1.09

Upsell per return.

*“Simply put, Loop is an extension of our mission. We make properly fitting clothes for men under 5’10, and a part of that means trying-on items before committing to a purchase to ensure a great fit – thanks to Loop this process is seamless.”*

**PRODUCT MANAGER**  
CHAYIM COHEN

**COMPANY INFO:**

Under 5’10 makes clothing for us shorter guys since the average height of the American male is 5 foot 10 inches.

**INDUSTRY:** Apparel

**PREVIOUS SOLUTION:** AfterShip

**KEY LOOP FEATURE:**

- Instant Exchanges
- Shop Now
- Advanced Exchanges

**CHALLENGES:**

- Inadequate information available around ‘return reasons’
- Previous returns solution did not track inventory in real-time
- Customer facing process was confusing and not user-friendly
- Large percentage of refund rates meant additional costs and revenue losses

**SOLUTIONS:**

- Return process captures granular, and helpful, ‘return reasons’ information
- Instant Exchanges allows customized logic and rules to control exchanges
- Clarified and optimized customer facing processes and web-interface
- Exchange-first focus increased revenue retention while decreasing refund rate

LOOP RETURNS – CONFIDENTIAL

Transform your returns into *exchanges with Loop.*

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