

# THE RETURN

## Epidemic

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## HOW ONLINE SHOPPING INCREASED THE VOLUME OF RETURNS

Without the brick and mortar experience... returns have skyrocketed losing hundreds of millions annually!

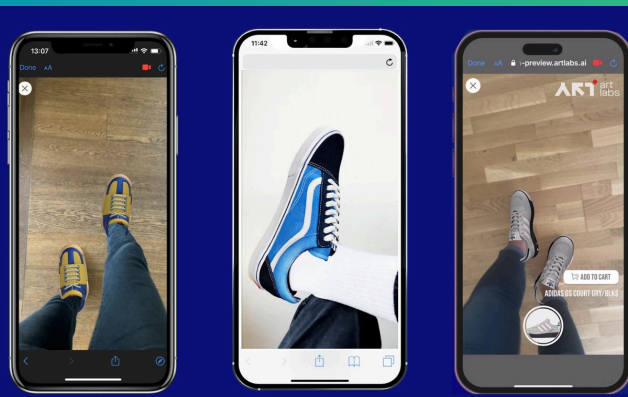
Simply concepts like fitting rooms, or a bench to try shoes on have made shopping extremely complicated

Every return is not cheap... each party loses in a way.... what's the solution?

## MODERN TECH SOLUTION

Companies such as Nike, Amazon, and Walmart have created a modern solution to a rising problem

Processes including virtual reality have helped customers understand what they are buying.... dropping return percentages slowly but surely



## HOW TECH CAN HELP

Companies can use technology to help with the return process by automating the process itself.

Allowing customers to print their own return slips, and attach it to the package the item was delivered in is one part of the process, and then partnering with companies like UPS to allow customers to simply drop off the package at no charge completes the process.

