

# DRS

## PRODUCT RETURNS

# EVERYBODY HAS RETURNS

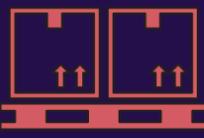
The "Amazon Effect" is still here. What is the Amazon effect and what can you expect?

### THE AMAZON EFFECT IS NEGATIVELY IMPACTING YOUR RETURNS.

The pendulum has started to move again and this time there is a force behind it, unlike anything the industry has experienced. Impacting reverse logistics. That force is the growth of online sales, also known as the "Amazon Effect".

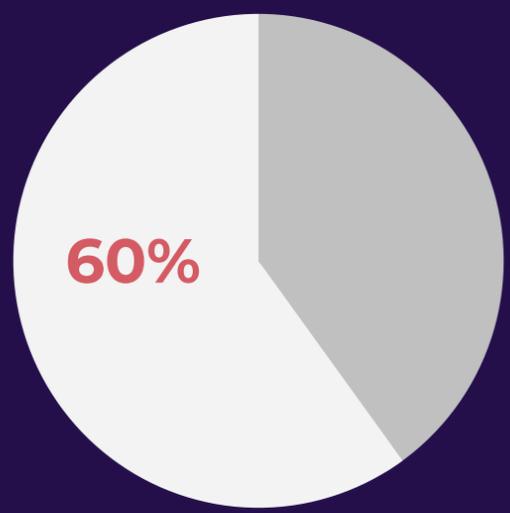
This effect that Amazon specifically, and e-commerce in general, is having on reverse logistics is real, complex, and becoming more and more costly to contend with as these specific factors weigh in on the process:

## RETURNS INDUSTRY STATS

 Return rates are much higher for ecommerce sales so your blended rate of returns is increasing.

 Retailers are reacting to preserve profit by controlling the costs of reverse logistics.

 Sites like Amazon Marketplace are making the unauthorized reselling of your product very easy for independent resellers.



Although 68% of online returners have shipped items back to the retailer, 60% prefer to return items to a physical store when given a choice. The reason for the difference may be based on the efficiency of the online return process. What used to be an intrusive process is now flawless among many of the best retailers.

**9.1** 

PERCENT  
Online sales now make up 9.1% of all retail sales, up from 8.2% a year ago. (Richter)

**40** 

PERCENT  
of product sales on Amazon Marketplace come from third-party sellers. How many of your items are finding their way into this \$23 billion and growing channel?

**2** 

PERCENT  
Returns will continue to be a function of sales. With a reverse logistics program from DRS you can expect to see your returns costs below 2%.

NOT SURE WHY YOUR RETURNS ARE RISING?  
DRS HAS THE SOLUTION.  
SECURE YOUR RETURNS AT [DRSRETURNS.COM](http://DRSRETURNS.COM)

