

# TWO FACTORS THIS FALL WILL DRASTICALLY AFFECT PEAK RETURNS SEASON

## BOPIS

Buy Online Pick-Up In Store

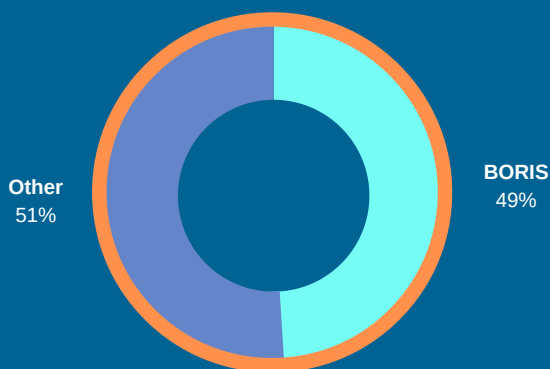


## BORIS

Buy Online Return In Store



**BLACK FRIDAY IS FAST APPROACHING AND THIS YEAR, RETURNS TAKE ON A WHOLE NEW MEANING.**

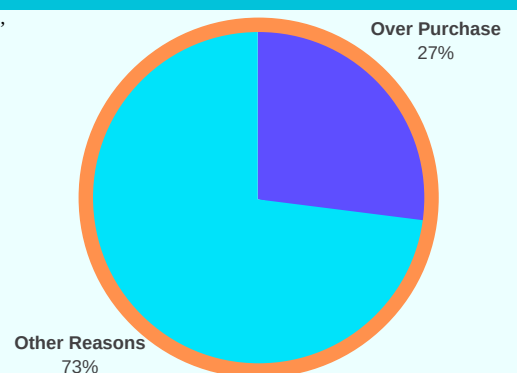


The convenience of these methods has drastically increased the amount of in-store returns. A recent study had shown 49% of respondents Buy Online Return In Store.

## CONSUMER CONVENIENCE IS ADDING TO THE VOLUME OF RETURNS.

The majority of BOPIS users cite convenience as the primary driver for choosing this service.

27% of those surveyed said that they bought multiple sizes or options for convenience and returned what they didn't want or need.



## 3RD-PARTY PRODUCTS AREN'T ALWAYS WHAT CONSUMERS EXPECT.

1/3 of consumers said they returned items in-store in the past 12 months because an item purchased online was not what they expected. This reverse logistics trend continues to cause problems for retailers, who are seeing repeat, serial returners.

# 1/3

## NOW IS THE TIME TO PREPARE FOR THE RETURNS INFLUX AND GET READY FOR PEAK RETURNS SEASON.



In 2017, Amazon introduced 300,000 new 3rd party sellers. As the variables around product returns grow, so should your reverse logistics capabilities.

DRS helps manufacturers successfully navigate these changes to better manage the cost and complexities of E-commerce returns. Contact DRS today and learn how you can benefit.

**DRS**  
PRODUCT RETURNS

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