

# Returns Made Easy.

Give your customers a white glove returns experience.



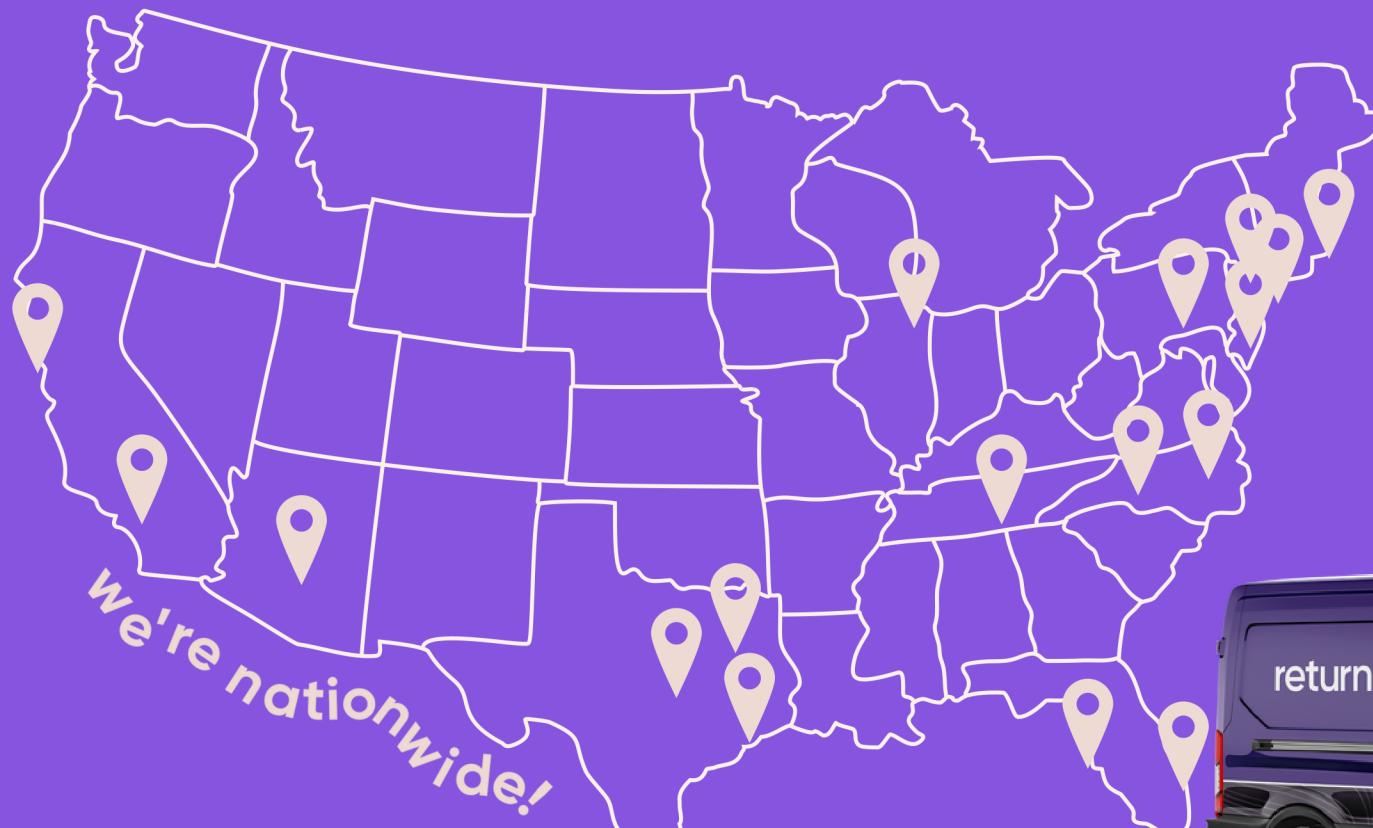
returnQueen™

**87%**  
**of shoppers**  
**will not shop**  
**again after a**  
**poor returns**  
**experience.**

# 01

## Inspired by today's customer

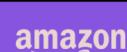
We live in a "right now" world, and returns are no exception. We all know that fast is the name of the game and at ReturnQueen, we use proprietary technology to enable DTC brands to offer the instant and easy returns experience that their customers have come to expect.



Atlanta Austin  
Boston Charlotte  
Chicago Dallas  
Houston Los Angeles  
Miami Nashville  
New York New Jersey  
Philadelphia Phoenix  
Raleigh-Durham Silicon Valley Tampa



Your customers already return with us, using our convenient mobile app return service!



Walmart



ZARA

SEPHORA

Zappos

★macys



wayfair

Neiman Marcus

J.CREW

Fifth Avenue

BANANA REPUBLIC



RALPH LAUREN

Crate&Barrel

Brooks Brothers

# 01

## WHO WE ARE

All about us and what we do!

Interested in a bespoke returns solution?  
Email us at [connect@returnqueen.com](mailto:connect@returnqueen.com) to book a demo!

# The mission

**Returns, you hate them, they hate them. We can help.**

We were determined to do something about this always annoying chore.  
...what if we could create a system that would make returns stress-free  
with the tap of a button?

Just like that, shopping is now headache-free.  
Go ahead, order six sizes of that graphic tee,  
three pairs of bunny pajamas, and two of the most  
beautiful lamps you have ever seen.  
As long as you they shopping, we'll keep returning.



*Jasya & Daphne*

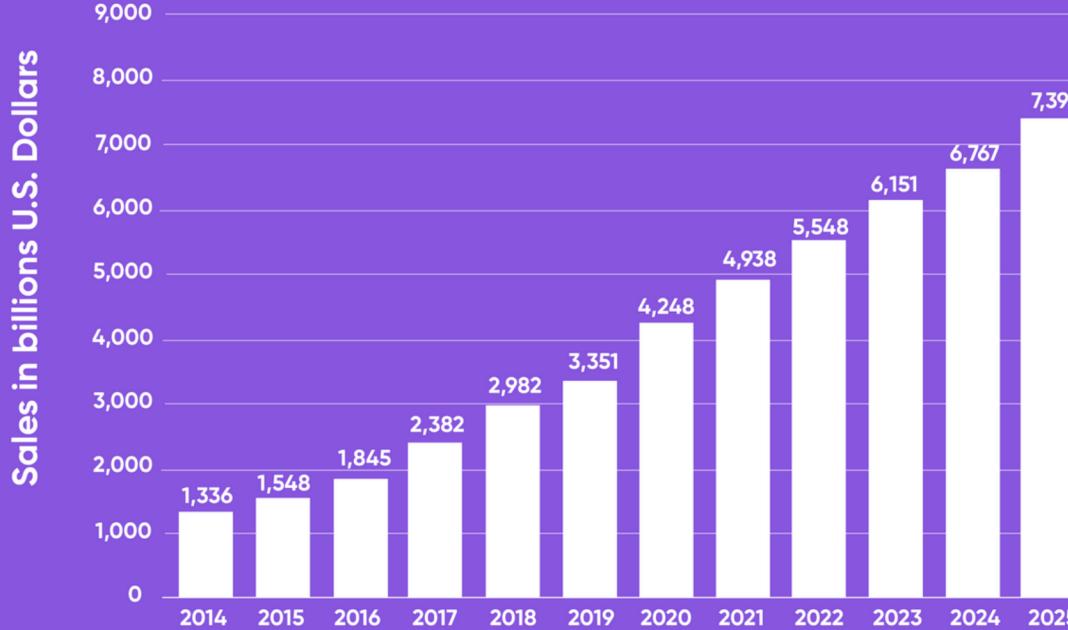
...Our brains started  
working some serious overtime.  
After dozens of coffees downed  
and endless sleepless nights,  
ReturnQueen was born.

# 02

## RETURNS ARE THE NEW NORMAL.

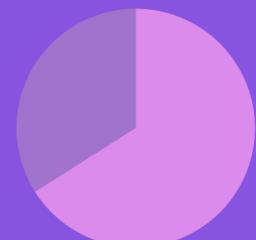
Returns are here to stay. Improve your returns = increased retention!

### E-commerce sales worldwide from 2014 to 2025

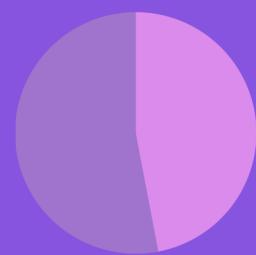


Simicart (2021), Narvar (2018), Return Magic Survey (2017)

Catalyst Digital (2021)



**66%**  
of consumers choose  
a retailer based  
on convenience.



**47%**  
of consumers choose a  
retailer based on value.

**55%**

of consumers purchase  
variations of a product with the  
intention of returning.

**49%**

of online consumers will  
check the return policy before  
deciding to shop.

**76%**

of customers who enjoy an easy  
return experience say they would  
shop with that retailer again.

P.S. this is what your customers are currently doing every time they return something.



**56% of customers claim that they are disappointed by the service they receive post-purchase from an eCommerce site.**

Statista (2021)

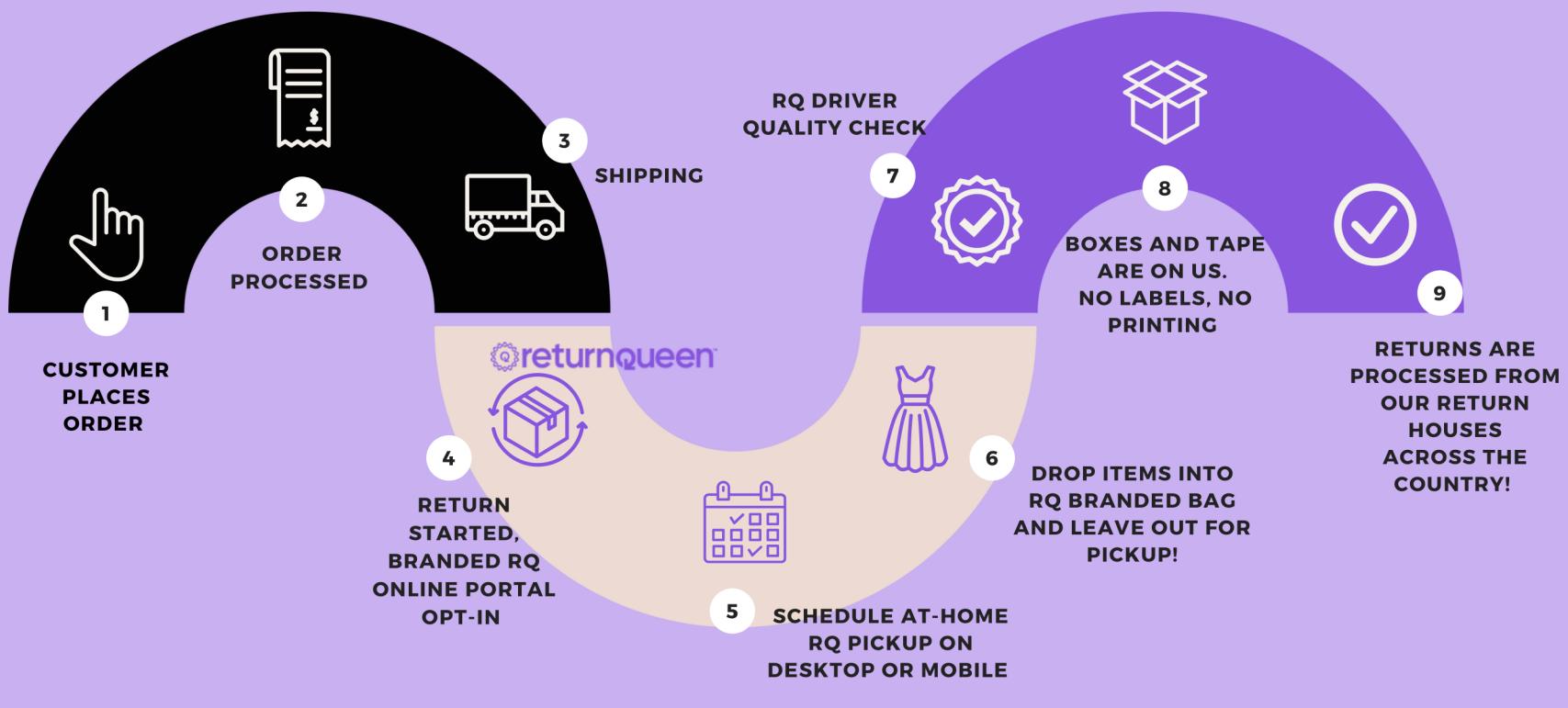
**O2**  
**RETURNS ARE THE NEW NORMAL.**

Returns exist with or without us, you may as well make them easy!

# 03

## THE RETURNQUEEN EXPERIENCE

Delight your customers while boosting your bottom line.



Our #purplenation is with you right from the start, right up until you get your inventory back! We're good like that.

Book a ReturnQueen demo today!

increase  
**AOV**

eliminate  
**Return Anxiety**

reduce  
**Freight Costs**

make  
**Customers Happy**

increase  
**LTV**

# 03

## THE RETURNQUEEN EXPERIENCE

Delight your customers with a seamless shopping experience while boosting your bottom line.

1

### Valuable return data from your customers.

Returns are no longer secondary. As online sales increase, return rates are also increasing. Leverage our analytics to optimize your product design and merchandise mix.

2

### Create a 360 degree customer experience.

Returns aren't going anywhere. With ReturnQueen, your customers have nothing but smooth sailing. Returns are scheduled through the app or desktop and picked up from the front door. Delight your customers with a full-service offering!

3

### We care about your product.

Get your merchandise back to you faster, sorted and ready for resale.

4

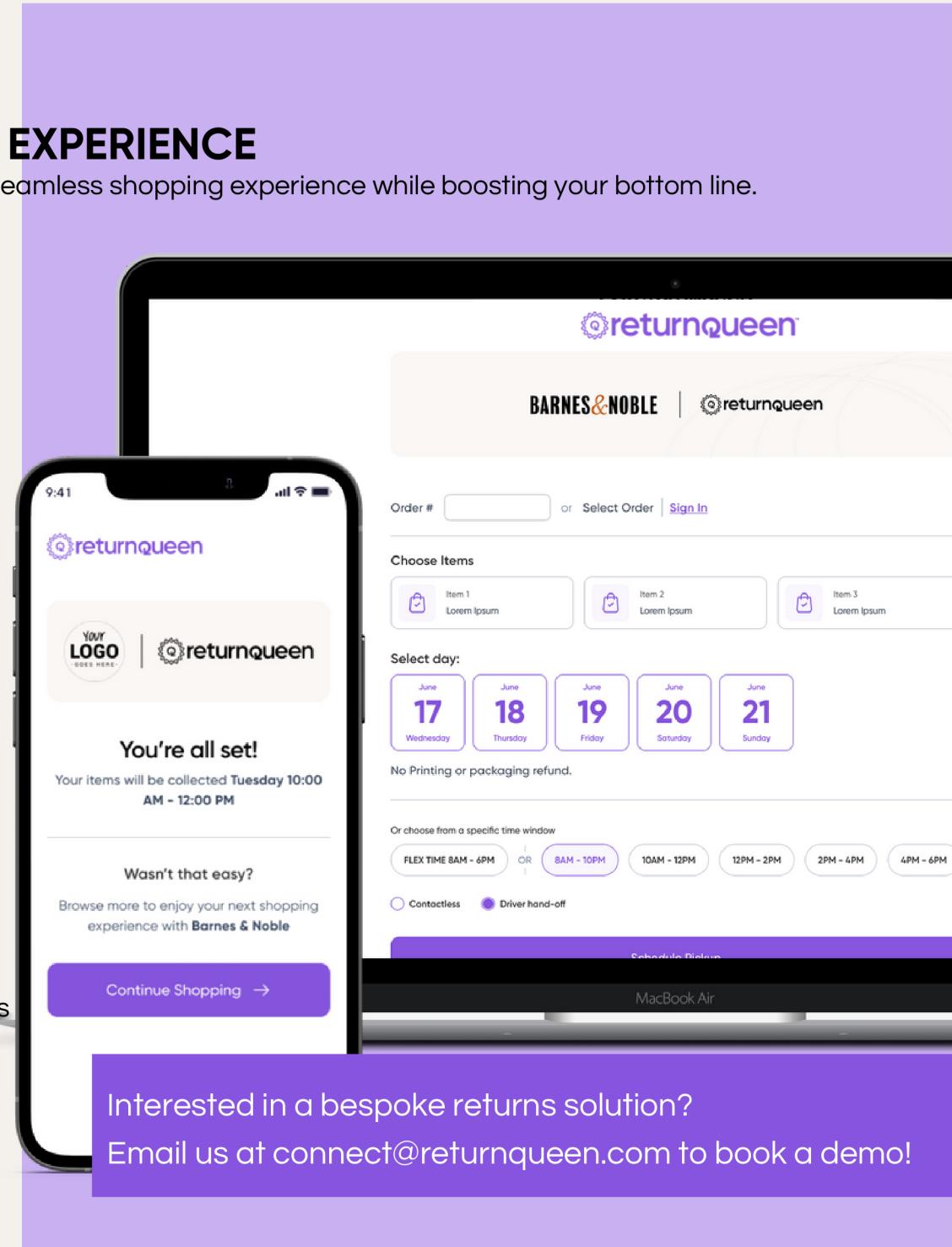
### We know your business.

Let us handle the heavy-lifting, literally! We'll tackle all of those pesky customer returns, reducing margin erosion, loss of revenue and bumping up that bottom line.

5

### Returns are the new growth strategy.

Eliminate shopper "return anxiety" with the risk-free, transparent ReturnQueen experience.



# 04

## WHY PARTNER WITH RETURNQUEEN?

We're here to eliminate the return anxiety for your customers!



1

### Bring on the delight

Happy customers = happy business. Our user-friendly interface removes the existing pain points of the current clunky returns process. Your customers drop their item in their return bag and we've got it from there!

2

### Boost your bottom line

Offer your customers intelligent, seamless returns based on return reason and available inventory to help you retain more of your sales revenue.

3

### Save that shipping money

Reduce your returns shipping costs per unit by an average of 20% thanks to consolidated return shipments from our return hubs nationwide.

Let's get your return strategy streamlined,  
Email us at [connect@returnqueen.com](mailto:connect@returnqueen.com) to book a demo!

# 05

## LET'S RECAP

How can we make your returns life easier?

### How does it work?

- We're a simple plug in you can add to your e-commerce platform, creating a 360 degree shopping experience for your customers.
- We're found on your site, and you're found on ours.

### What's in it for you?

- Reduce return shipping costs per unit by an average of 20% thanks to consolidated return shipments from our return hubs nationwide.
- Boost your bottom line. Streamlined returns reduces margin erosion and incentivizes customers to bump up that average order value!
- Receive valuable return data from your customers. Leverage our analytics to optimize your product design and merch mix.

### Sounds great, how much?

- Free for you (that's right, we said it), the customer pays for their ReturnQueen single pick up, or opts-in to a ReturnQueen recurring membership for unlimited pickups.
- Free for your customers, you pick up the return tab (this is the part where you connect with us at [connect@returnqueen.com](mailto:connect@returnqueen.com) for custom return solutions and pricing).

The pricing for our B2C customers

#### Pay-per-pickup

\$9

per pickup

- Schedule a pickup anytime!
- Any items, any stores!
- Ultra-flex scheduling
- Pickups available M-F
- Weekend pickups!
- Extended pickup hours

#### Monthly

\$19/month

unlimited pickups

- Unlimited pickups for you!
- Any items, any stores!
- Ultra-flex scheduling
- Pickups available M-F
- Weekend pickups!
- Extended pickup hours

#### Annual

\$99/year

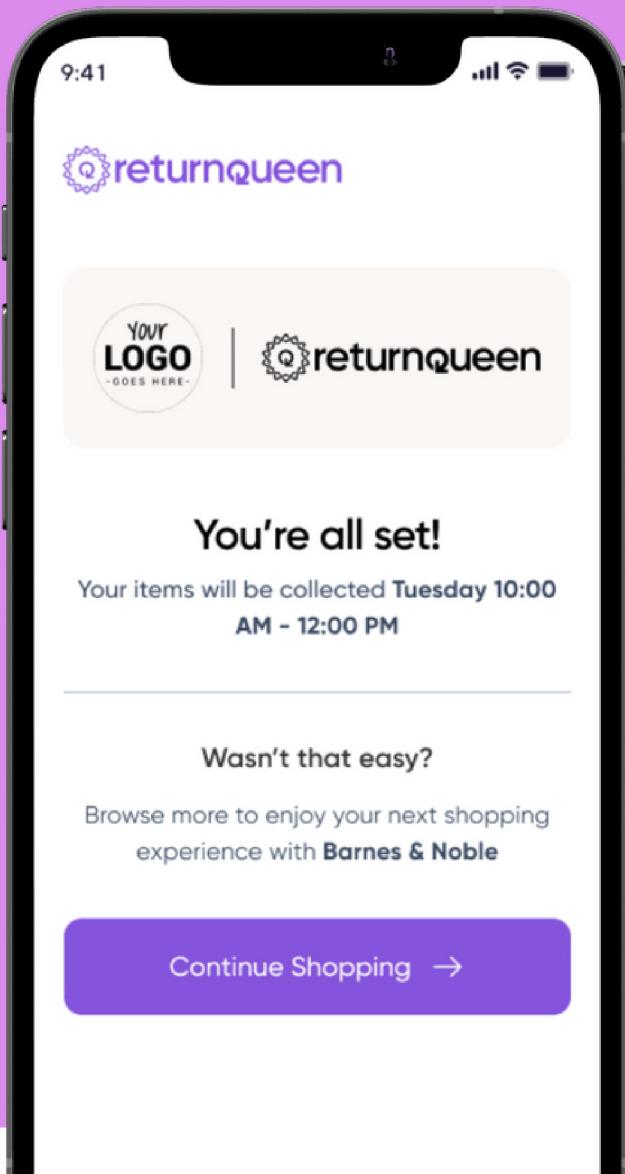
unlimited pickups

- Unlimited pickups for you!
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- Pickups available M-F
- Weekend pickups!
- Extended pickup hours

# 05

## LET'S RECAP

How can we make your returns life easier?



The tablet screen shows the ReturnQueen web interface. It features the ReturnQueen logo at the top right and the Barnes & Noble logo at the top center. Below these are fields for 'Order #' and 'Select Order' with a 'Sign In' link. A 'Choose Items' section lists three items: 'Item 1' (Lorem ipsum), 'Item 2' (Lorem ipsum), and 'Item 3' (Lorem ipsum). A 'Select day:' section shows a grid of dates from June 17 to June 21. A note below states 'No Printing or packaging refund.' A section for 'Or choose from a specific time window' includes options like 'FLEX TIME 8AM - 6PM', 'OR', '8AM - 10PM', '10AM - 12PM', '12PM - 2PM', '2PM - 4PM', and '4PM - 6PM'. Below this is a purple bar with the text '© Canada Post Returns' and 'MacBook Air' underneath. To the right of the tablet, text reads 'Scan this, download the ReturnQueen app today' with a QR code enclosed in a purple frame.

Interested in a bespoke returns solution?  
Email us at [connect@returnqueen.com](mailto:connect@returnqueen.com) to book a demo!

Book.  
that.  
demo.

## Let's get in touch

 1 888-787-3027

 [www.returnqueen.com](http://www.returnqueen.com)

 [connect@returnqueen.com](mailto:connect@returnqueen.com)

 @return.queen