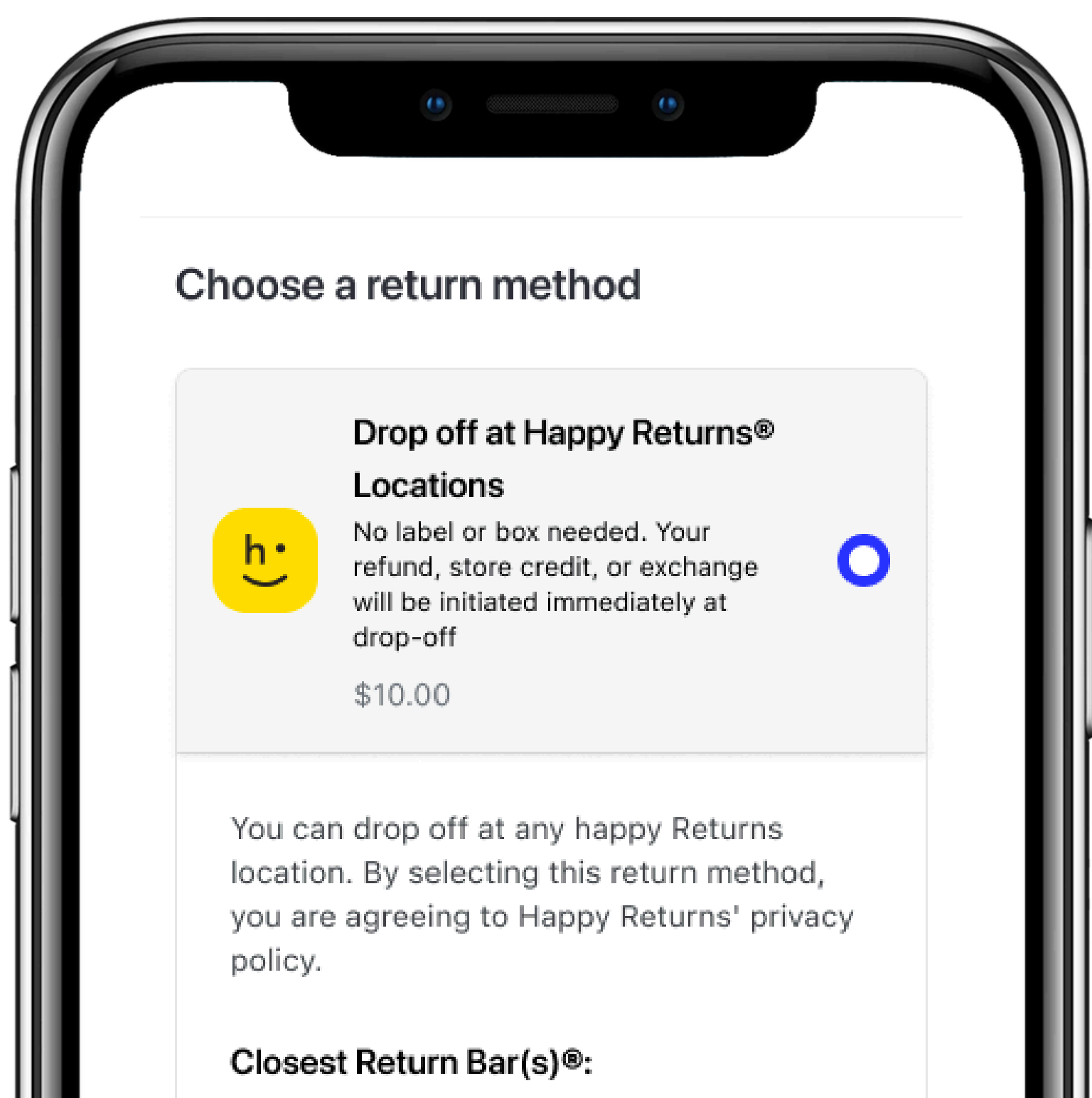# Automated exchanges and easy drop-off returns

THE ULTIMATE CUSTOMER EXPERIENCE

As Happy Returns' preferred returns portal for Shopify brands, Loop's platform helps your brand **retain more revenue** with features like Shop Now On-store, Instant Exchanges, and Workflows. With our Happy Returns partnership, you can offer customers box-free, label-free returns at nearly **10,000+** Return Bars® locations nationwide.

Combine the power of Loop with the accessibility of Happy Returns to drive:

- Happier customers and higher retention
- More exchanges and higher customer lifetime value
- Lower reverse logistics costs through consolidation
- Reduction in environmental impact

"This new capability further removes friction from the online buying experience and is a win-win for both our customers and our mission to be the most sustainable brand on the planet."

BENNY JOSEPH
CHIEF TECHNOLOGY OFFICER
allbirds

How it works:

1. Customer initiates a return. If they live within 20 miles of a Return Bar®, the drop-off option is offered.

2. Customer submits their return and is presented with a QR code for drop-off.

3. The return is processed and items are consolidated before shipping back to you.