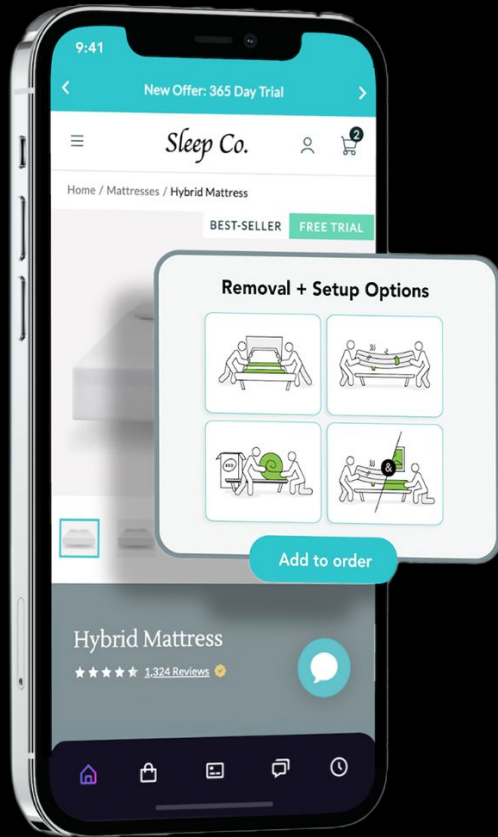


# How Reverse Logistics Services are Costing You on

**BIG** & **Bulky**

Presented by Garrett Stefan & Chad Danklef

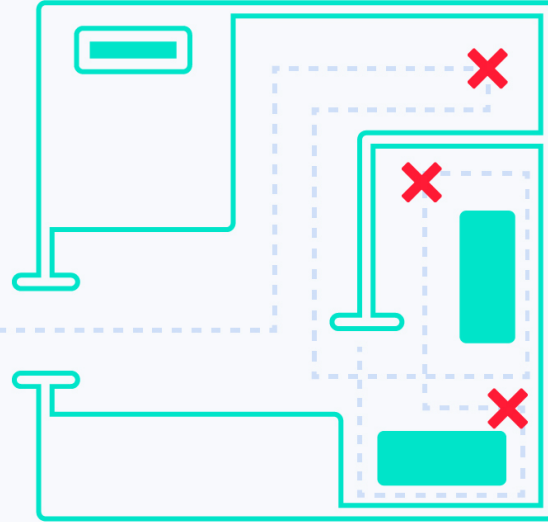
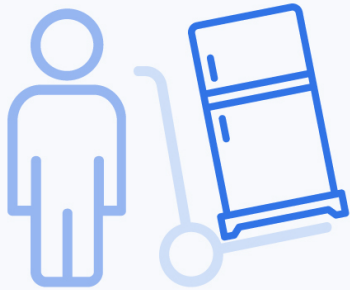


# Legacy Processes Are Killing Your Brand

- They were created with your company needs in mind, rather than the customer
- They have been stagnant for decades - “the way its done”
- They don’t account for the speed of delivery and customer’s ability to try your competitors simultaneously

# Big & Bulky Items are Hard to Move!

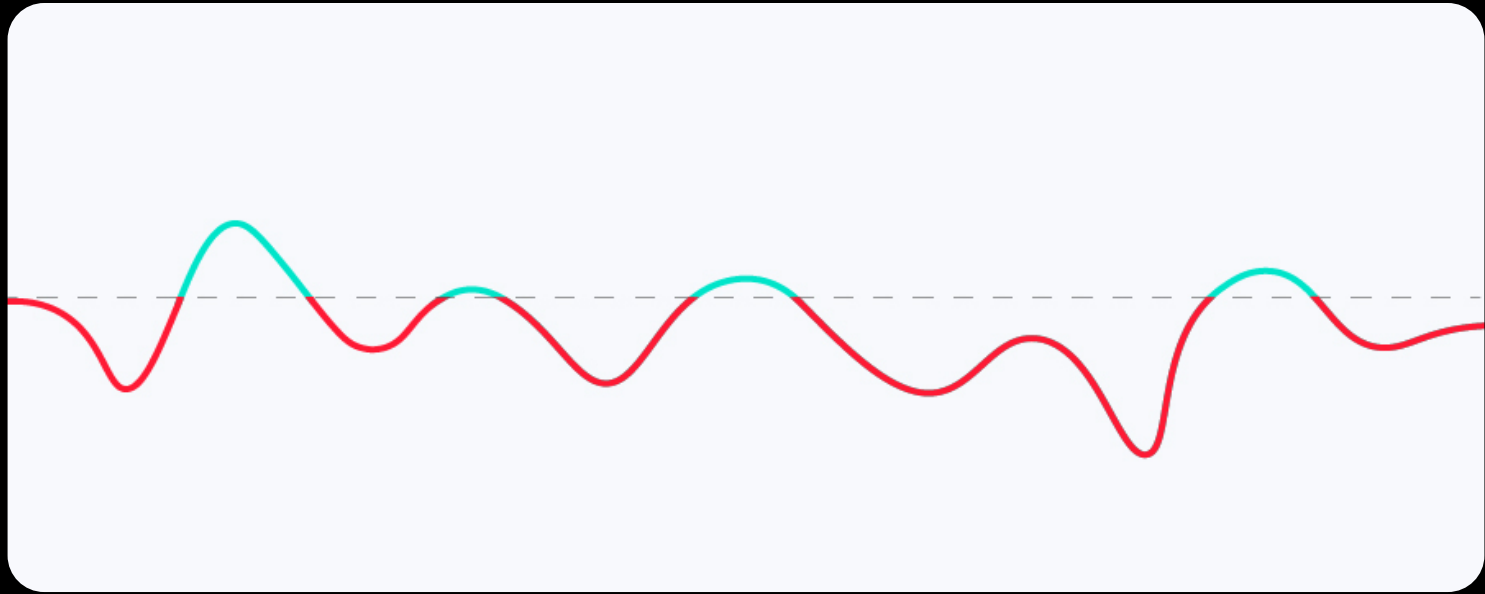
Why Make Your Customer Move It themselves?



# Internally You Juggle Different Partners for Different Return Needs



What if you can just work with  
1 dispatch for all returns?



**Do you offer a trial period guarantee?**  
Want to make money on returns rather than lose?

# You have a great product that requires Assembly or Installation

Sourcing local professionals  
can be difficult!





refurn



**Introducing Refurn**

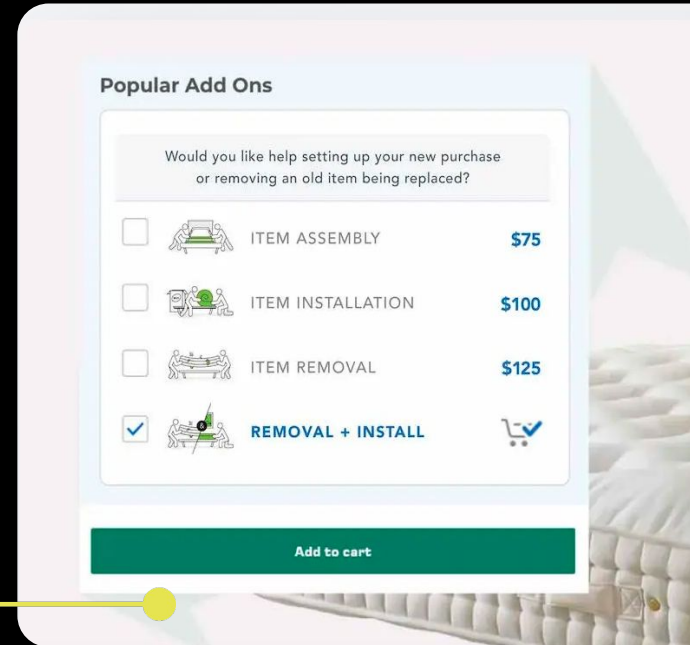
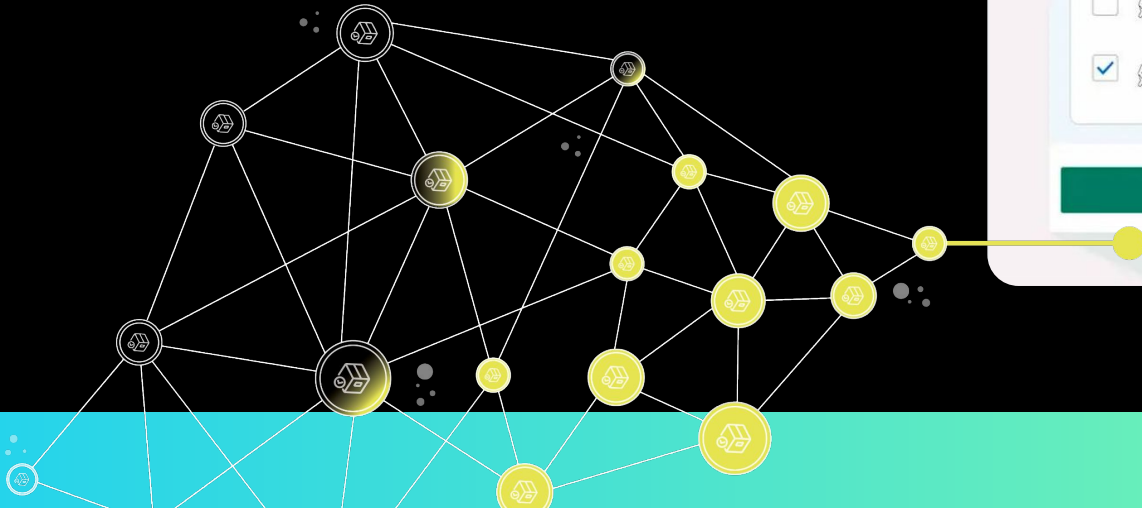
**We Make Returns**

**Your Superpower!**



# How We Modernize Returns and Make You Money

- Largest network of service providers for Haul Away, Install, Assembly, and Resell
- Centralized Software Platform to Manage All Service Requests
- White Glove experience for your customers





# Revenue Generating Services

- Give customers the services they need with your product
- Integrate into any online shopping platform
- Increase your average order value



**Revenue  
Generating  
Services**

# Recommerce

- National network of resellers
- Get paid for sale of item, rather than pay for its haul away
- Creates a sustainable circular economy





# Centralized Return Management

- One platform to manage all of your requests
- Cuts down on noise and overhead costs internally around coordination and communication
- In-home extraction and extended Service area coverage

# Installation and Assembly

- National network of trained professionals
- All of your assembly instructions, trainings, and requirements are vetted with providers
- Better customer experience with your product when properly assembled or installed



**Pro  
Assembly &  
Installation**

# Don't Let Legacy Return Processes Kill Your Brand!

Come See us at [Booth 518!](#)