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Project

# Returns Processes

Did you know that as much as **40 % of goods purchased are returned?**





# The Development

## Previously

### Several Returns Centers in Europe

A reputable manufacturer from the hi-tech area had set up several Returns Centers in the Netherlands, Italy, Germany and France. There the returns process, including recycling, was managed. The great number of locations, however, resulted in a high level of logistic effort. On the one hand, this decentralisation incurred high costs, and on the other hand there were enormous time delays. This had negative consequences which primarily affected the level of service quality to the end customers.



## Today

### Gebrüder Weiss optimises returns processes

The complete transfer of the B2B returns processes in Central and Eastern Europe to Gebrüder Weiss allows well-coordinated and transparent procedures.

The “new” device is delivered, unpacked and set up at the workplace, whereas the “old” device is packed and taken away. The initial check for external damage, deviations and the quality number can be carried out on site. Subsequently the devices are brought to the Gebrüder Weiss warehouse, where they undergo a functionality check, are professionally packed and receive a label. The timely delivery to the manufacturer or European central recycling depot occurs accordingly. The process data is exchanged via an internet-based returns information system.



# The Advantages

## Reasons for Outsourcing the Returns Process

### **The process costs can be enormously reduced.**

A centralised and streamlined returns process can significantly cut the costs.

### **Quicker and more efficient processing**

Online data exchange, central processing through a logistics partner and professional handling allow a shortened returns process.

### **Improvement of process quality**

Quality seal, weight, deviations and damages can be checked immediately, compared to the order and confirmed to the final customer. The seamless processing is based on accurate checking and marking of the devices. Thus, the service quality can be improved through returns processing and the simultaneous setting up of the new device.

### **Useful information on this project**

- Cooperation: since 2002
- Gebrüder Weiss is defined by the customer as “strategically important partner”.
- Gebrüder is also used for further projects.

