Returning Parts to Their Former Glory
How a National Diesel Parts Supplier Revved Up Returns

A machine needs every part to perform at its best. So does a business. That’s why Diesel Care and Performance, one of the nation’s largest manufacturers and repair shops of premium diesel parts, asked FedEx to help them create a better returns process. Customer service is one of their top values, and they knew that when it came to returns, they needed a solution that reflected their excellent customer care.

A BUSINESS THAT RUNS ON RETURNS

Returns matter for all businesses — unhappy returns shoppers are 3x more likely to abandon a retailer.¹

For Diesel Care and Performance, however, return shipments are integral to their business. Their customers ship broken parts for repair and unused parts for disposal. Because diesel parts can be difficult to ship, the business needed a simple, reliable process for customers to pack and ship parts.

Diesel Care and Performance provides return labels and packing instructions to their customers. If the customer needs assistance, they can take the parts to a local FedEx Office to get help packing the parts.

Driving More Business with Great Returns

An easy returns process has paid off for the business. Their customers are more likely to use them for future orders, and the number of parts damaged in transit has decreased dramatically.

Customers can create returns on one easy-to-use screen. This simplicity has lowered waste, clerical errors, and shipping costs. By automating returns and identifying proper packaging, the business can more accurately predict return costs and choose the shipping services that provide the most value.

Customers know that when they send repairs to or shop with Diesel Care and Performance, they’ll encounter a simple, quick experience. When mechanics and enthusiasts are waiting on these critical parts, that speed and simplicity means everything.

OVERHAUL YOUR RETURNS PROCESS

FedEx has made returns easy for both Diesel Care and Performance and their customers. This includes:

1. Creating custom packaging for sensitive parts
2. Providing flexible options to help the company prioritize saving time and money
3. Offering rewards for the company’s shipping
4. Giving customers convenient dropoffs nationwide

We can help simplify your returns process, too. Even if your business model doesn’t depend on returns, providing customers with an easy return experience is important.

More Info
- To find out how we can help you improve your returns process, contact your FedEx account executive or call 1.800.GoFedEx (1.800.463.3339)

¹Narvar Consumer Report. Making Returns a Competitive Advantage. June 2017