Overhauling Returns
How a Parts Supplier Re-Engineered Their Returns Process to Work Hard for Them and Their Customers.

Customer service is a core value for Diesel Care and Performance. And for a business that relies on the back-and-forth shipping of parts with customers, they knew that to provide excellent service, they’d need simple, reliable returns. So they turned to FedEx for help.

A NEED FOR EASIER RETURNS

“When we first started, returns were a much smaller part of our business, and we had trouble figuring out how to tie it all together,” said Tori Williams, CFO of Diesel Care and Performance. “Figuring out which parts go where, providing the right documentation, tracking each shipment...we knew that if we were going to serve customers well, we’d need to find a great solution.”

Their original returns process wasn’t ideal. Creating a return was a pain for customers, and it required constant communication with Diesel Care and Performance to ensure proper packaging and documentation.

SIMPLIFYING RETURNS AND DRIVING MORE BUSINESS

Diesel Care and Performance cared too much about their customers’ businesses to let their returns process stagnate. They worked with FedEx to create a simple process where return labels are sent to customers along with customized instructions for shipping. From there, customers can get help packing from FedEx, and both the business and the customer can easily track the return shipment.

“‘Our rebuild business has grown exponentially since we improved our returns with FedEx,’” said Williams. “‘We never saw logistics as a selling point. Now that returns are easier, things move faster, and we can get parts back sooner. That helps keep our customers’ businesses running better, too.’”

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. Offering rewards for the company’s shipping.
3. Providing flexible options to help the company prioritize saving time and money.
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 an easy return experience for your customers 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.

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

41% OF SHOPPERS

buy online with the intent to return, and 96% of shoppers will shop again with a retailer that provided an easy returns experience.2

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