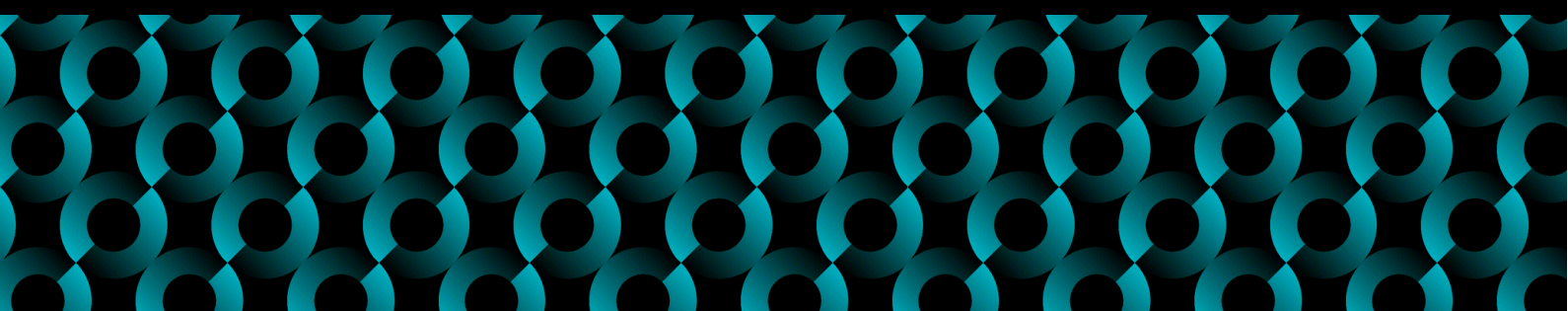


BUYER'S EVALUATION PACK

nShift Returns RFP and security answers

What customer experience, operations, IT, security and procurement ask, answered with the evidence behind each one.



What five sign-offs ask

A return arrives as a cost, and the handling decides whether it stays one or brings the customer back. Five people evaluate a returns platform and each one arrives with a different question: the CX lead asks what the customer sees, the warehouse asks what is coming, IT asks what connects, security asks who can see what, and procurement asks what stands in the contract.

This pack answers each of them directly, with the live source cited so you can verify us yourself. Where it stops, a demo picks up. Explore the full set of features at nshift.com/products/returns.

15%

increase in in-store returns measured at Hunkemöller

5x

Quiz's average email click-through rate

99.9%

uptime committed in the nShift SLA



1. The consumer returns experience

The return is the last thing a customer remembers about the order.

What does the consumer experience look like?

A self-service flow under your brand. The consumer signs in with an email address and order number, or through a secure email link, picks the item, chooses a return, an exchange, or a claim, gives the reason with an optional photo, then selects the shipping method and the refund method. Registered, in one pass.

How is it branded and localized?

Your logo, background image, colors, and custom fonts, with content managed per language: headlines, continue-shopping URL, terms and support links. Every message the consumer receives is sent in the language they selected, from localized email templates.

Does it cover our markets?

Yes, multi-market by design. A market groups the countries sharing a currency and a return policy, carries multiple languages, and returns route automatically by destination country. Each market runs a single currency; plan a separate market per currency from the start.

What have customers measured?

Hunkemöller measured a 15% increase in in-store returns, rather than returns to the warehouse, across its seven markets. Quiz measured 5x its average email marketing click-through rate on branded returns communications, alongside fewer calls to its customer service team.

Verify: [Hunkemöller](#) and [Quiz](#)

2. Exchanges, claims, and approvals

A refund is one outcome of three, and the cheapest one to lose.

Do you support exchanges?

Yes, on the Premium plan. The consumer swaps for the same product in a different color or size, checked against live stock so only variants you can ship are offered. Exchanges cover the same product only; a different product is a return and a new order.

Can consumers file claims in the same flow?

Yes. Return, Exchange, and Claim are three outcomes of one flow, chosen at item level. Claims are available on the Professional plan and above.

Can returns be held for approval?

Yes. Approval flows run manual review for claims only, for every return, or fully automatic, a fit for high-value items and international shipping. Per-customer return history in the admin supports the reviewer's call.

Can policies differ per market?

Yes. Return, claim, and exchange policies are set per market: return period, fee, and refund methods.

Verify: [the Returns product page](#)



3. Return logistics and shipping

The booking sets how the parcel travels back, and what it costs you.

How is the return shipment booked?

Through nShift Ship, Transsmart, or nShift Delivery. Transsmart returns the label directly in the booking response, labels are downloadable from the admin, and tracking number and status are recorded per return.

Can consumers get the same delivery options for the return as at purchase?

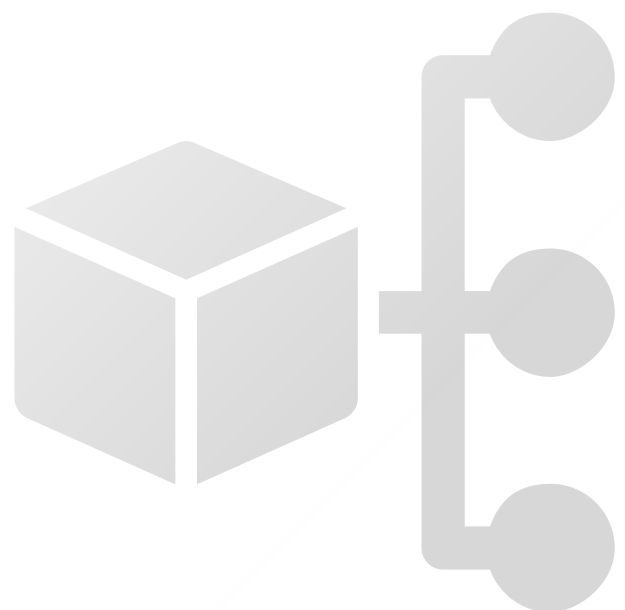
Yes. The nShift Checkout integration presents the delivery options the consumer saw when buying, in place of the standard return shipping options.

How do cross-border returns work?

Customs fields are supported per return: HS code, origin, and descriptions. Market routing is automated by destination country, with shipping options configured per market.

The options from purchase, offered again

A consumer who chose a locker at checkout expects the same choice for the return. The Checkout integration carries the purchase-time delivery options into the returns flow, so the way back matches the way out.



4. Warehouse and refund operations

Processing speed is decided before the parcel reaches the bench.

Can the warehouse see returns before they arrive?

Yes. The Inbound view lists returns in transit, so goods-in is staffed for the volume actually on the way.

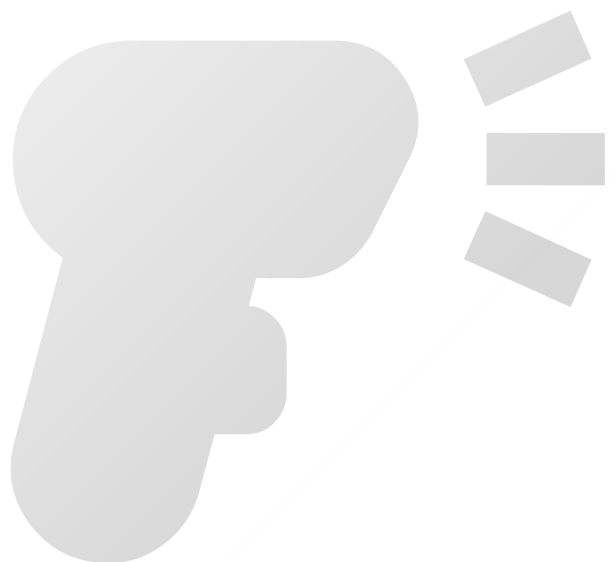
Can returns be processed by scan?

Yes. The WMS API updates a registered return to Processed automatically on warehouse scan, provided the item counts match. Friluftsmagasinet, which runs its returns workflow on the nShift platform, registers a return in a few clicks and processes it in 2 to 3 minutes, down from 5.

Are refunds automated?

On the Professional and Premium plans, automated refunds and credit notes run through your ERP or e-commerce integration. Partial refunds work by percentage or flat amount, and shipping-cost refunds are automated on full returns.

Verify: [the ROI of nShift report](#)



5. Analytics

The products coming back tell you where the next margin problem starts.

Which products come back most, and why?

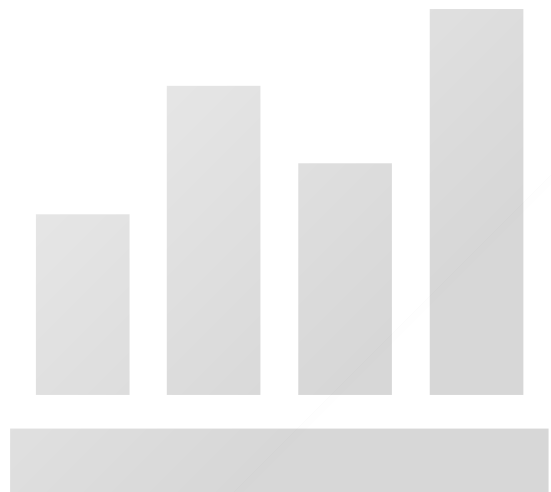
The Most Returned Products analytics rank products by return rate, priority score, and 30-day trend. Return reasons are category-specific, and custom reason keys carry through the APIs and reports consistently, so the reason picked in the widget is the reason in your export.

What can we pull out?

Analytics export as a raw file, and a returns-summary Pull API carries reason and condition codes and values for your own systems. Platform-wide, the nShift ROI report measures 30% repeat return customers.

30%

repeat return customers measured platform-wide in the nShift ROI report



6. Integration and architecture

What connects today has to stay maintainable after go-live.

What integration methods do you offer?

Three APIs plus native imports. A Push API takes order, customer, and product data through one consolidated endpoint; a Pull API serves return orders, summaries, and refund-status updates; a WMS API handles warehouse scans. Orders also import natively from nShift Ship, Transsmart, and Delivery, with no separate integration to build. Developer documentation is public.

Can we embed the flow in our own site?

Yes, by iframe, restricted by a domain allowlist so only the domains you approve can serve it.

How do systems authenticate?

API access uses Basic Authentication with credential users your own admins create. Each password displays once at creation and cannot be recovered, only replaced. Consumers authenticate with the order's email address and order number, or a secure email link only the registered email owner can open.

How is access controlled across teams, 3PLs, and brands?

Four portal roles (Owner, Admin, Regular, Visitor), with market-level data access and configuration access as two independent layers. A 3PL can process one market's returns without configuration rights, and a brand team can manage its own setup without seeing another market's data.

Verify: [the Returns developer documentation](#)

7. Reliability

Check us from the outside, any day, without asking first.

Is there a public status page?

Yes. Returns is a named component on the public nShift status page, with live status and 90-day uptime history visible to anyone.

What is your uptime commitment?

nShift commits to 99.9% uptime in its service level agreement.

What happens when an order import fails?

Delivery imports retry up to 3 times, and failed shipments are kept 14 days for re-triggering. Staging and QA environments are available for testing changes before production.

90
days

of Returns uptime history, public on the status page

Verify: [the live status page](#)



8. Security and compliance

Who can see what: security wants that answered before signature.

What certifications do you hold?

ISO 27001 certified, with an information security management system and the certificate available on request. Certification body: DNV.

Do you penetration test?

Yes, external penetration testing on our cloud systems within a risk-based security program.

Are you GDPR compliant, and where is data hosted?

Yes. Customer data is protected to GDPR obligations, hosted in AWS Europe, and encrypted in transit.

How does the product limit consumer data exposure?

Consumer access is scoped to a single order, by email address and order number or a secure email link only the registered email owner can open. Iframe embedding is domain-allowlisted, and API credentials display once.

Verify: [trust and security](#)



9. Packaging, references, and validation

Service-led setup, three tier gates, and the customers on record.

How is the product packaged?

Three tiers: Essential, Professional, and Premium. Claims arrive with Professional, exchanges arrive with Premium, and automated refunds run on Professional and Premium.

What does setup involve on our side?

Markets are set up with nShift Customer Service rather than self-service, and exchange activation requires a custom backend integration arranged the same way. Plan both as service steps in the timeline. After go-live, your own team manages return policies, per-language content, and shipping options in the admin.

What is the pricing model and contract terms?

Pricing and contract terms are tailored to your volumes and needs. Your nShift contact will walk you through them.

Can you provide reference customers?

Yes. Published stories with nShift Returns include Hunkemöller and Quiz, and further references are matched by size, sector, and geography on request.

Who outside nShift has validated this?

At platform level, nShift is named a Representative Vendor in the Gartner Market Guide for Multicarrier Parcel Management (2024) and a Representative Provider in the Gartner Innovation Insight for Postpurchase Delivery Experience (2025), with returns capabilities referenced as part of the platform.



Bring the committee's open questions

You have read what can be verified from the outside. The rest, the exchange flow on your own catalog, the WMS scan against your warehouse process, the market setup for your countries, takes a working session. Book a short demo.

[Book a demo](#)

