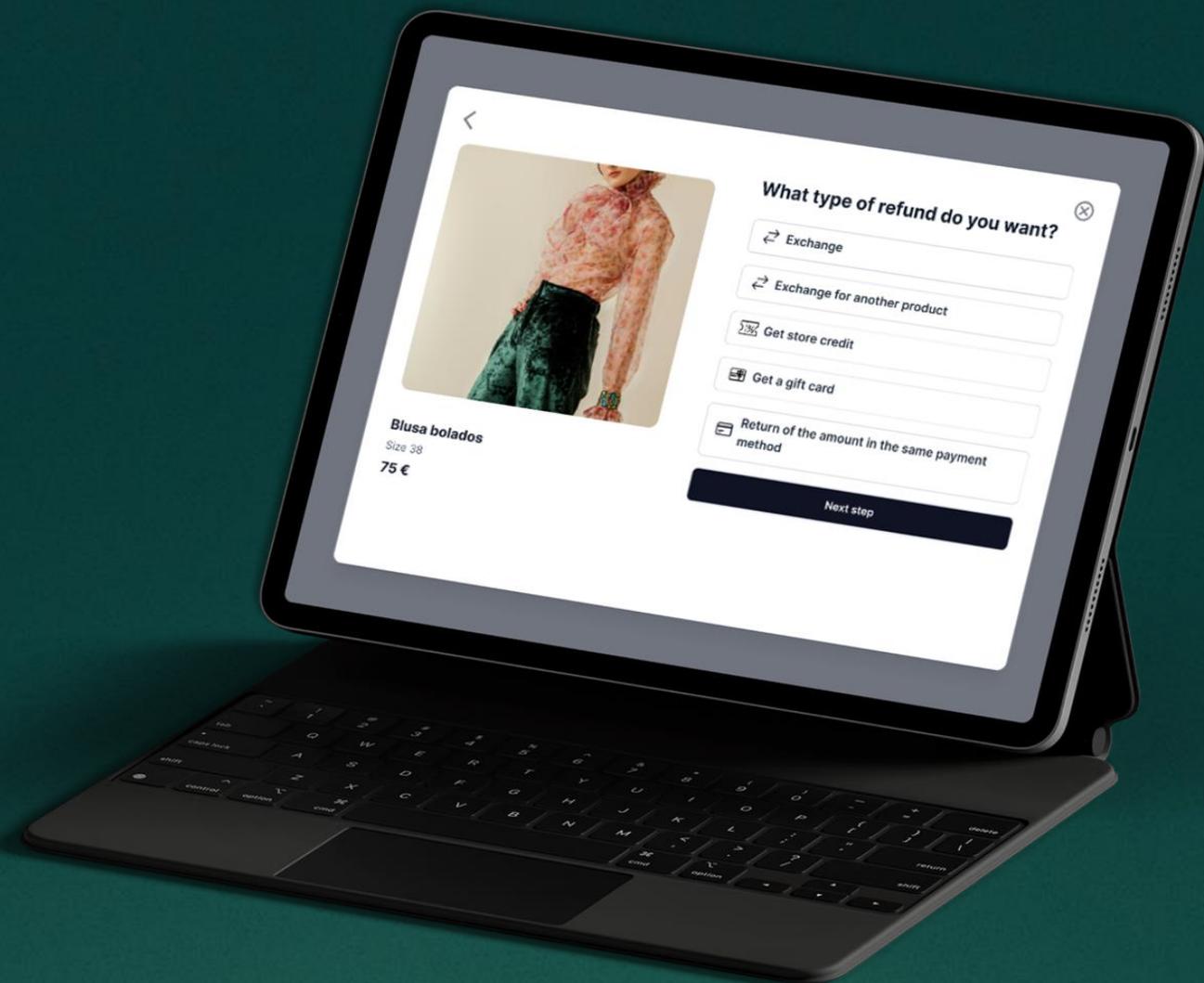




iF Returns | 2026

The leading omnichannel
returns management
platform for enterprise



Do you want to exchange for a smaller size?



Blusa bolados

New Size:

75 €

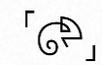
Confirm exchange

Change for another product

[I want to explore other refund methods](#)

Transform eCommerce refunds into retained clients and new sales

by using Data to drive a sustainable and optimal decision process for users, brands and the planet



It just works

+450 European merchants rely on our platform to manage their returns worldwide because the results speak for themselves

Example customers





Rules Engine

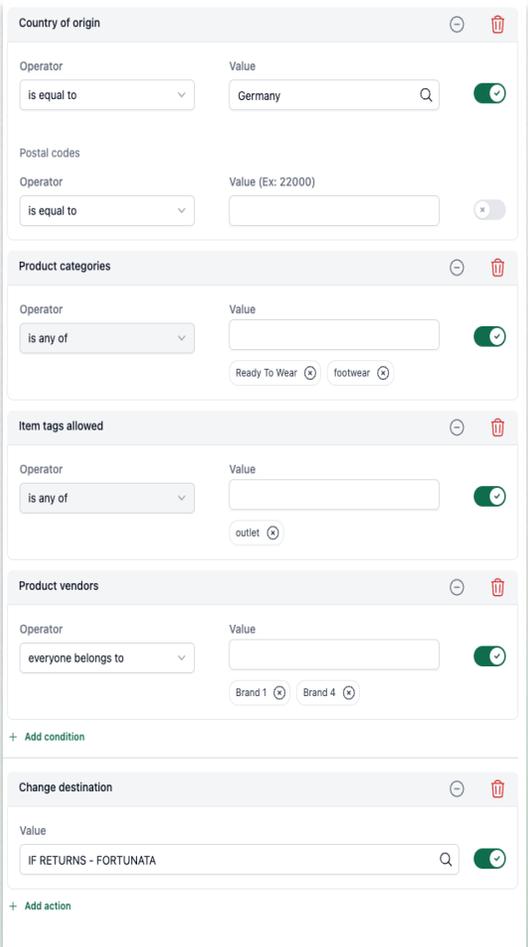
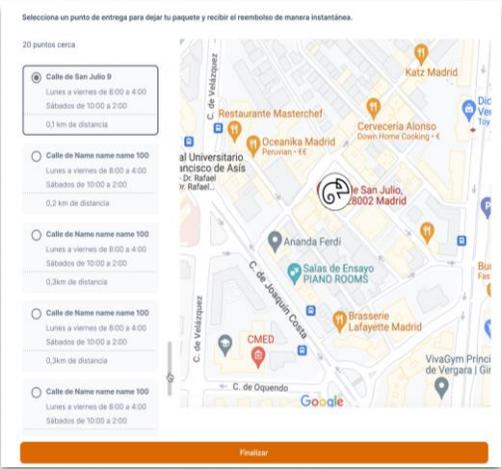
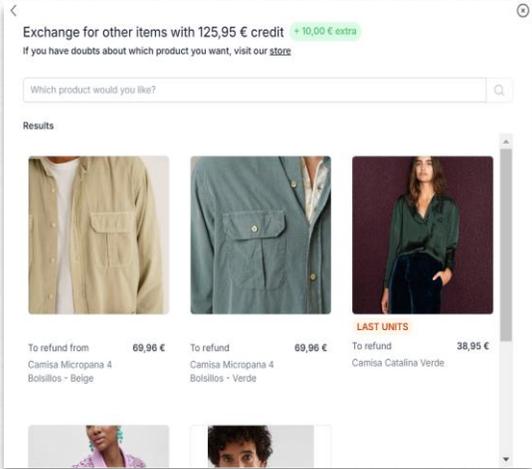
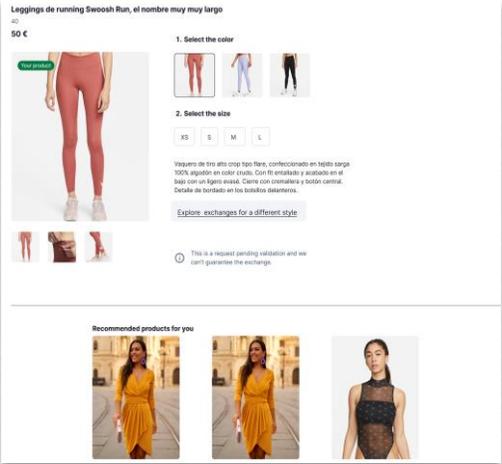
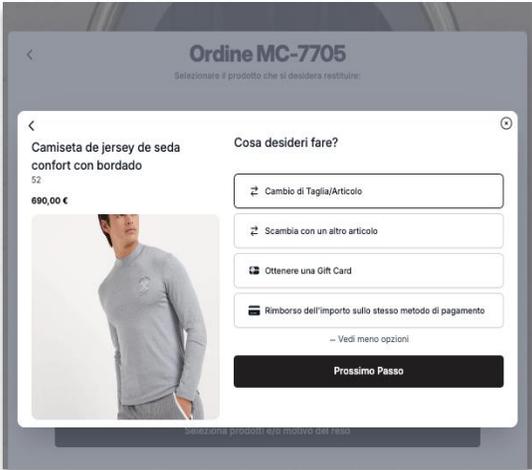
The most advanced configurability in the market

AI powered Rules Engine with



1M+

custom rules to automate >90% of return processes, including logistics, tracking, validation, refund, warranties, payments and exchanges, with alerts on fraud and quality control



Source: iF Returns (2025);



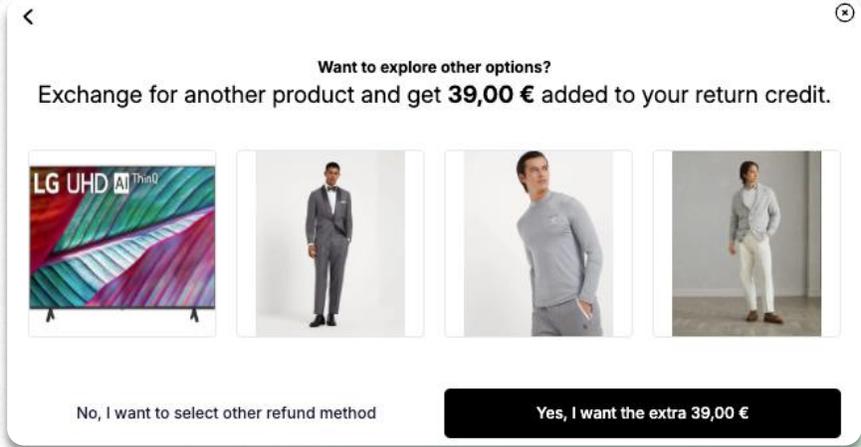
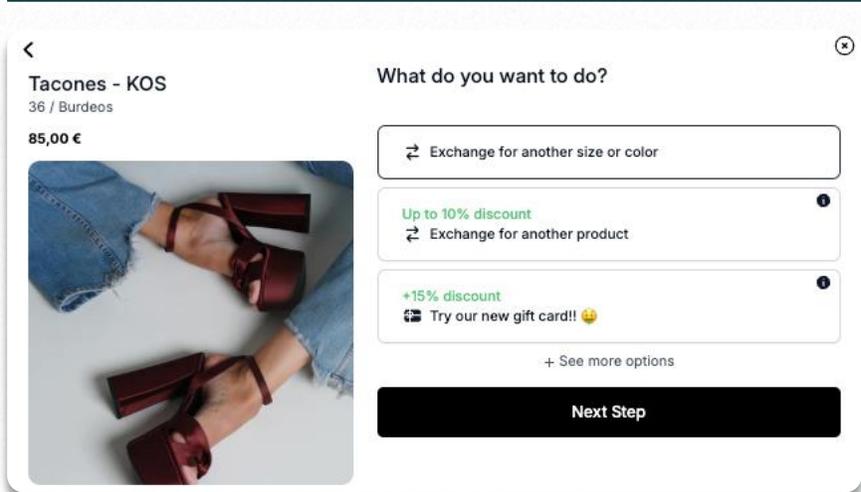
Cross-selling features

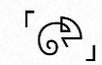
>40% refund reduction by combining our cross-selling stack

FEATURES	IMPACT
Refunds	AUTOMATON
Same priced exchange	REVENUE RETENTION
Different Priced Exchanges	CROSS-SELLING
Gift-Cards	CROSS-SELLING
Instant Exchange	NPS
Product discovery	CROSS-SELLING
Smart recommendations	CROSS-SELLING
Refund reduction incentives (% , € and UX)	CROSS-SELLING
Product Recommendation in PDP	RETURN REDUCTION
Keep it algorithm	RETURN REDUCTION



EXAMPLES





Business model

We recover value for merchants and make return's impact predictable and reduce its cost

-100M€
Refunds



Exchange for other items with 156.00€ credit
If you have any doubts about the product you want, visit our [shop](#)

Q What is the product you want?

Recommended products for you

		
To pay Dress	To pay Shoes	To pay Dress
0.00€	2.80€	4.80€



+30M€
Exchanges & Store Credits

+10M€
New sales

+2M€
Operational margin

>80
NPS



An omnichannel returns management platform for enterprise that transforms returns into retained clients & new sales



1



Custom portal & refund autom.

Create fully branded return experience for customers to maximize NPS

2



Cross-selling platform

Incentivize exchanges, cross-selling & gift-cards to reduce refunds and Keep the item strategies to reduce returns

3



AI & Analytics

Launch AI analytics to recognize product return trends, forecast returns and incentivize client cohorts to avoid returns

4



Logistics & Optimization

Optimize return flows globally for multi-product and multi-carrier operations while improving the customer experience



Omnichannel management

Enable and incentivize in-store returns and track internal flows to increase brand engagement



Tracking & Conversion

Generate new sales from Carrier agnostic branded shipping and return notifications powered with AI product recommendations

Rules Engine

All modules are supported by our proprietary Rules Engine with 1M+ rule combinations to support the configuration of your return reduction, optimization, logistics and dynamic UX strategies autonomously