

We've helped over 3,500 Shopify brands retain more than \$1.1 Billion in sales

- 2M Returns per Month
- 15% of Shopify GMV
- Shopify Plus Certified App
- 4.6★ on Shopify App Store
- 225+ Employees
- Shopify Backed

2017

2024

chubbies

allbirds



chubbies

allbirds



brooklinen

knix



petal + pup

Marine Layer

Madhappy

NAADAM

Thinx

PRINCESS
POLLY

vessi





patagonia

kizik

THURSDAY
BOOT CO.

Our Place

alo





VERISHOP

TECOVAS

puravida
LIVE FREE

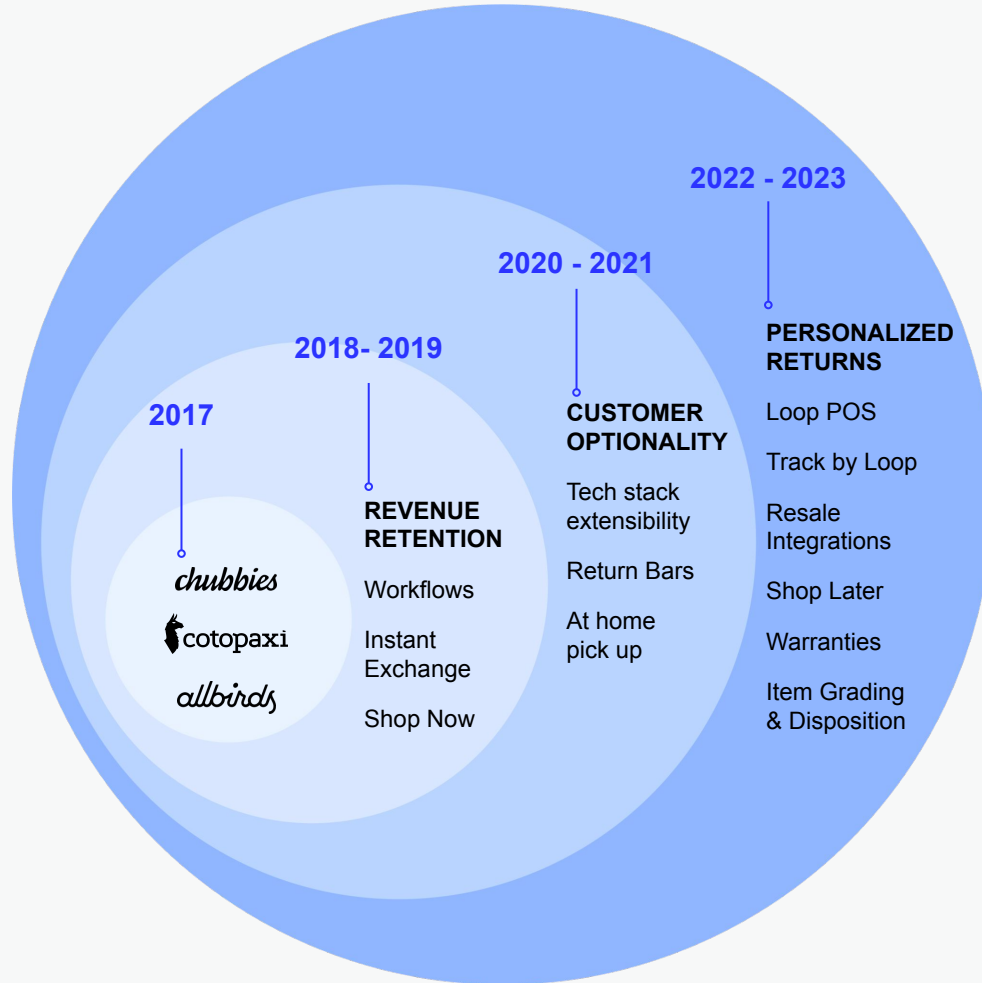




TEN THOUSAND

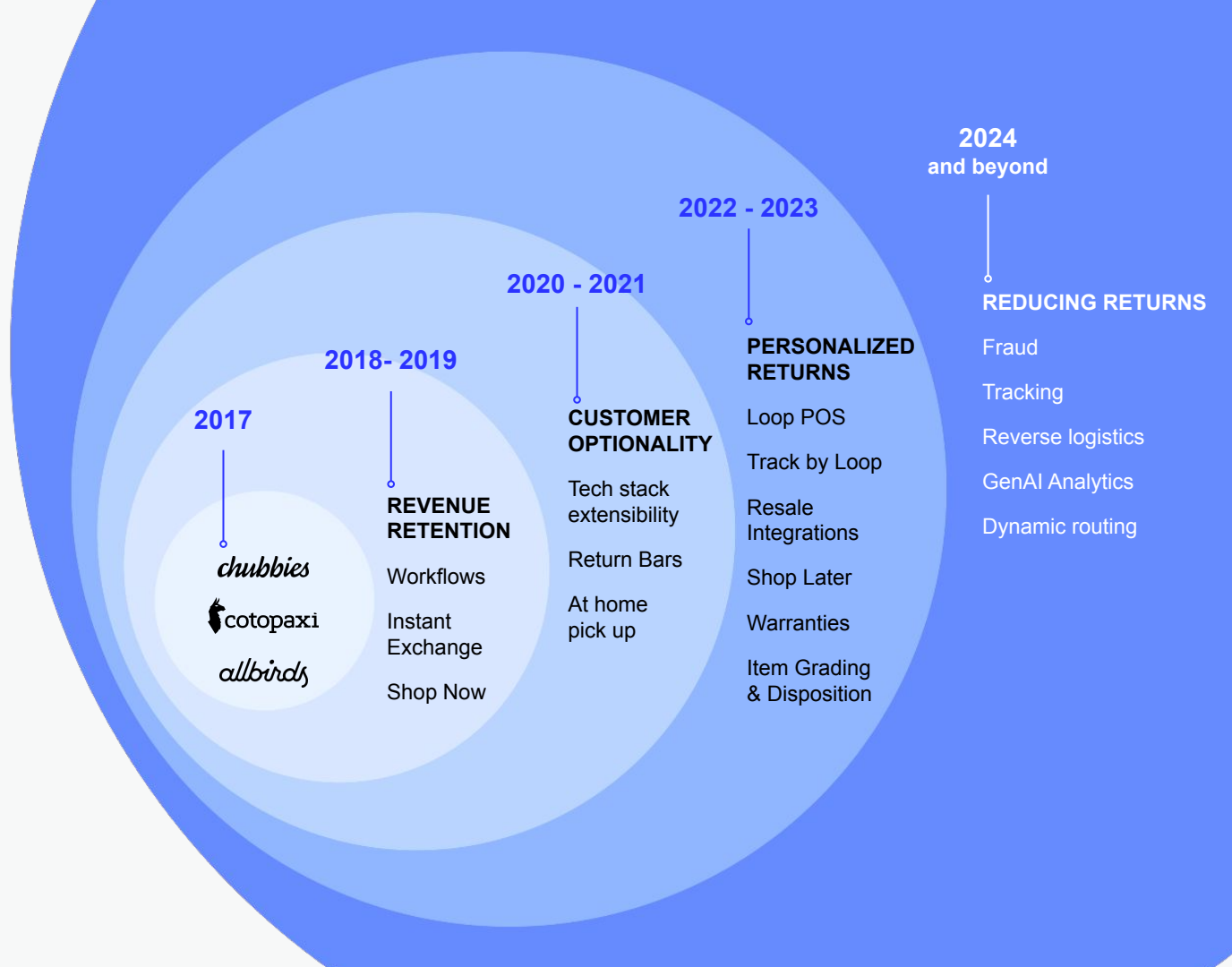
Where we've been

Loop continues to lead with innovative solutions to help merchants with the ever-evolving landscape of returns



Where we're going

We're on a mission to continue leading the way to safeguarding your business through fewer, smarter returns



Robust customization

Our **Workflows** feature grants you the ability to **easily** fine tune each of your return experiences

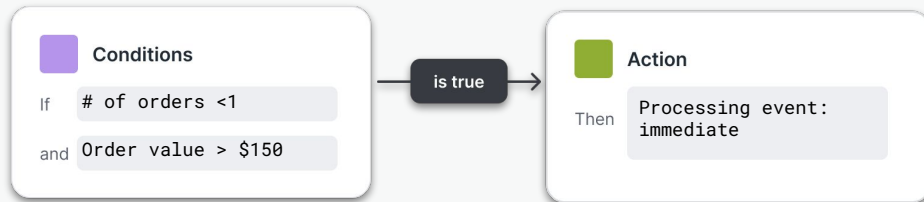
Customize Loop to be as unique as your products and your customers and **expand margins**.

Limitless rules based on attributes

- Product
- Customer
- Order
- Return

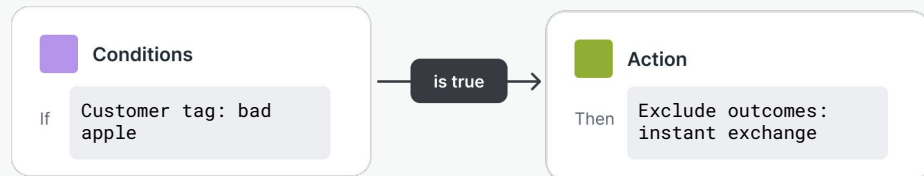
First-time experience

For first-time customers, enable immediate processing to optimize their overall experience



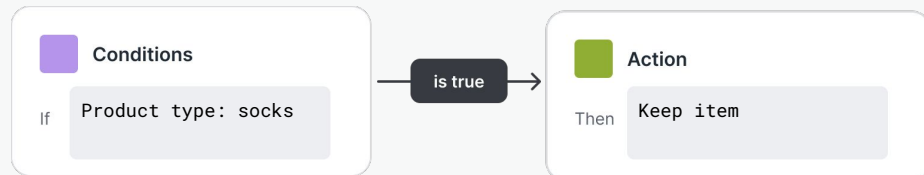
Fraud protection

Set conditions to tag returns abuse or fraudulent behavior at the customer level and limit their options on future returns



Item-level outcomes

Set return outcomes at the item level to save your team time and money



How Daily Sale saves time and money with Loop

DailySale uses Loop's Workflows feature to optimize their operations and saved \$35,000 on CX in their first year.

An investment in Loop is the first step to future-proofing your returns.

6x Number of times Loop has paid for itself since 2022

76% Of all returns processed faster thanks to Workflows

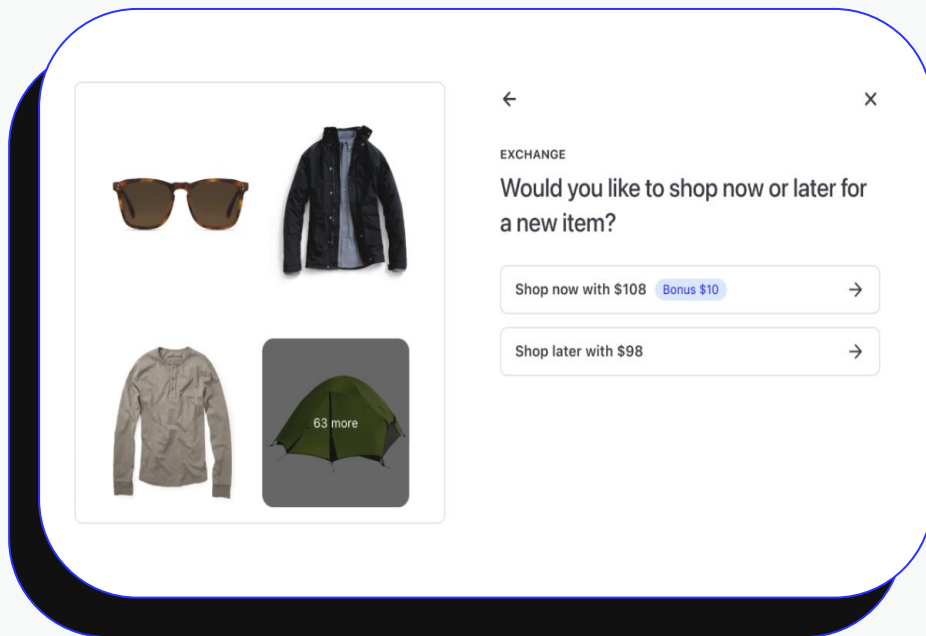
37% Retained revenue ratio, compared to vertical average of 26%



Increase revenue retention

Reduce unnecessary returns, for customers and your brand.

Leverage our revenue retention features so you can create highly tailored and incentivizing experiences. Reward and retain the *right* customers.



Turn returns into a loyalty play

Proven revenue retention
features that increase CLTV



Within the first twelve months, ENT
merchants can expect 46% increase in
CLTV

| | Without a Loop return | With a Loop return |
|-----------------------------|--------------------------|-----------------------|
| Average order value | \$141.36 | \$159.16 |
| Total spend per customer | \$191.37 | \$201.93 |