

EXPEDITING RETURNS WITH ON-DEMAND DELIVERY

FloorFound is revolutionizing returns and recommerce for oversized products by maximizing revenue recovery for businesses and improving the returns experience for consumers. Its proprietary platform uses intelligent dispositioning and smart matching to resell goods through local resellers, turning oversized returns and closeouts into a profitability booster for e-commerce businesses.

RECLAIMING RETURNS REVENUE REQUIRES THE RIGHT TRANSPORTATION PARTNER.

The continued rapid growth of e-commerce has changed the way consumers buy large household items. With more oversized products sold online, retailers generally have a few options: absorb losses on returns, manage returns in-house, or establish a recommerce program.

To meet the needs of its growing recommerce marketplace, FloorFound can't afford to be limited by its carrier network. Needing nationwide coverage and the infrastructure to transport big and bulky goods, FloorFound initially partnered with traditional carriers. However, after experiencing multi-day delays, increasing costs, and double-digit damage claims, FloorFound began evaluating non-traditional carriers that could provide consistent service at scale.

85

NET PROMOTER SCORE

36%

AVG DELIVERY SAVINGS

85%


FASTER RETURNS

The returns process took 2-3 weeks with traditional carriers. Bungii picks up and delivers in one trip, **reducing the cost of returns and all but eliminating damage claims.**

TIFFANY COSTA | Director of Operations and Client Success

FloorFound integrated with Bungii via API, giving its team the ability to manage the entire returns process in one platform. The integration provides FloorFound with real-time status updates, delivery tracking and full chain of custody for every return.

Following a two-week integration period, FloorFound went live with Bungii just 30 days after signing the contract. FloorFound is using Bungii's nationwide delivery network to pick up oversized returns and deliver them to local resellers across its nationwide network.



Bungii's onboarding process **is incredibly detailed and thorough**, resulting in a delivery program that is exceeding our expectations.

TIFFANY COSTA | Director of Operations and Client Success

Bungii is providing on-demand reverse logistics for FloorFound and its growing network of e-commerce businesses. From pickup to delivery, Bungii manages the entire logistics process, including matching returns with certified delivery professionals, automating communication and providing live support. With its on-demand, nationwide network, Bungii is helping FloorFound expedite returns, reduce delivery costs and streamline operations.

BUNGII ADVANTAGES

1

EXPEDITED RETURNS

With Bungii, FloorFound has streamlined the pickup and delivery process, shortening the returns process from 2-3 weeks to several days.

2

LOWER COSTS

By picking up and delivering in a single trip, Bungii has eliminated cross-docking fees while reducing the average delivery cost by 36%.

3

FEWER DAMAGES

After transitioning from traditional carriers to Bungii, damage claims have dropped from 10% to less than 1%.

4

BETTER OPERATIONS

Proactive communication, customer-selected delivery windows, and data integration have improved the returns process.