

Reduce your return costs with Happy Returns by PayPal.

Now FREE to merchants who offer PayPal as a payment option at checkout.

Dear Lewis,

As you know, one of the biggest headaches for Audio & Video Expressions these days is returns. They're costly, and they eat up your staff's time.

Happy Returns automated returns software removes customer service from the return equation and lets the software do the work - **saving you time and money.**

With Happy Returns you can stop irritating your customers, causing headaches for your staff, and losing money with an antiquated manual return process.

Happy Returns is now FREE for merchants who offer PayPal at checkout

In celebration of our recent acquisition, PayPal is now offering Happy Returns software for FREE to merchants who offer their shoppers PayPal as a payment option at checkout.

You will pay **no software subscription fees** for life - a yearly savings of \$6,000 or more. *(Please keep in mind that PayPal Checkout fees still apply.)*

Shoppers expect easy returns and fast refunds

Before clicking "Order," shoppers will anticipate **if a return might be necessary.** It's a major deciding factor in whether to buy online. Studies by FedEx show that 89% of customers will read your return policy before checking out ¹...

...because they want to know **how painful it will be** if the item doesn't work out

84% of shoppers won't shop again at a company after a bad return experience.² However, **when the returns process is easy**, shoppers end up with a **good impression of the retailer**, even if the product didn't work out for them.



Simplified returns make happy shoppers return to your store

Your customer simply clicks on the returns section of your website which **walks them through the return process in seconds**. Your staff no longer wastes time on phone calls and emails, manually approving returns and explaining the process.

Lewis, if you're like me, you want to **eliminate the stress of accepting returns** and make your customers happy with fast refunds.

Schedule your demo today at HappyReturns.com/save to see how we can save you money and free up your staff's time!

Sincerely,

A handwritten signature in blue ink that reads "D. Sobie". The signature is fluid and cursive, with a large initial "D" and a stylized "Sobie".

David Sobie
CEO, Happy Returns

P.S. Lewis, Happy Returns is now FREE for PayPal Checkout customers like you.
Schedule your demo today at HappyReturns.com/save

¹FedEx, Finding the ROI in Returns Report, 2020.

²Klarna, reported in Internet Retailing, 2021.