

#Fashion customer returns - i.LEVEL launches its solution

Submitted by: i.level software

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i.LEVEL Software, the UK leader in fashion wholesale software (<http://www.ilevelsoftware.co.uk/products/i-level-wholesale-solutions/fashion-supply-chain-wholesale-systems>) and fashion concessions software (<http://www.ilevelsoftware.co.uk/products/i-level-retail-solutions/clothing-fashion-concession-business-systems>), is pleased to announce the launch of its new Customer Returns Section.

Designed to help fashion brands deal with ever increasing volumes of customer returns, the solution includes wholesale retailers as well as ecommerce and offers a full returns capability.

A key advantage is that it lets fashion brands identify individual customers alongside the reason for each item's return. This is important in order to detect whether the problem rests with the consumer (in terms of garment size and personal preferences) rather than a fault with the item itself at the source of production.

If found faulty, i.LEVEL's Customer Returns Section allocates it directly back to the factory concerned.

A valuable feature is a reporting structure which lets a fashion brand analyse hundreds of returns in one data sweep. This helps identify key patterns in returns and empowers a fashion brand to quickly implement solutions especially if one single supplier is at fault.

Leif Roenn, CEO of i.LEVEL, says: "High levels of customer returns have been near the top of fashion brands' list of concerns for a number of years now and the problem has got a lot worse with the huge growth in fashion ecommerce."

Roenn continues, "Fashion experiences the highest rate of returns across any industry, with 57% of online shoppers returning clothing in the last 12 months. Our solution will help fashion brands address this issue, not least because it records the reasons behind a return and allows brands to rectify production errors sooner rather than later."

-ENDS-

For further information or to request a demo please call 01234 761 757 (landline), 07931 381209 (mobile) or email press@ilevelsoftware.co.uk

About i.LEVEL Software Ltd

i.LEVEL Software (<http://www.ilevelsoftware.co.uk>) was borne out of the vision of Leif Roenn, a fashion industry professional with 40 years' experience. With a background in clothing production and wholesale fashion management, Roenn created i.LEVEL Software to bridge the gap between off-the-shelf fashion software solutions that weren't tailored to the fashion industry and expensive bespoke solutions that

were out of reach to all but the largest fashion brands.

i.LEVEL Software is now the UK's leading fashion software solution for clothing, shoes, jewellery, textiles and fashion accessories.