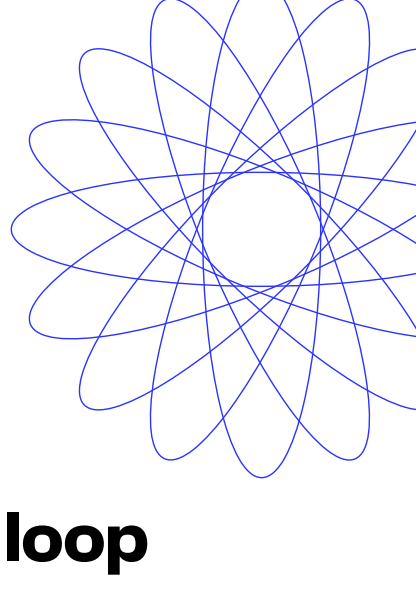


Returnly to Loop Migration

See how our features compare to Returnly's

Explore these sections below:

-  **CONFIGURATIONS**
-  **REFUNDS AND EXCHANGES**
-  **SHIPPING**
-  **REPORTING**
-  **ADDITIONAL FEATURES**
-  **INTEGRATIONS**
-  **FAVORITE FEATURE**



Features		
CONFIGURATIONS		
Return Reasons Ask shoppers why they're returning products	Set custom return reasons based on Product Type. Includes subreasons.	Set custom return reasons based on Product Type. Includes subreasons and Shopify linked reasons to populate in Shopify admin.
Return Policies Customize your policy rules	Configure your return policy including return windows, outcomes, fees, processing events, and more.	Configure your return policy including return windows, outcomes, fees, processing events, and more.
 Workflows Further customize your return policy to fit your needs	Customize return policy outcomes using Returnly and Shopify tags. Most tags can only be set at the product-level or order-level, other than free shipping for return reasons.	Fully customize your return policy for different outcomes and special cases easily within Loop Admin. Outcomes can be set based on product type, return reason, order value, customer conditions, and more. Includes photo upload feature.
Fees for outcomes Configure flat fees on return outcomes	Configure flat fees on return outcomes.	Configure flat or dynamic fees on return outcomes.
Return processing events Automatically or manually approve returns	Set custom return reasons Configure returns to process automatically on events such as in-transit or delivered, or manually.	Configure returns to process automatically on events such as in-transit or delivered, or manually.
Custom URL Configure flat fees on return outcomes	Custom URL available to Returnly Premium merchants.	Custom URL available for all Loop plans except Starter.
Test Environment Connect Loop to your development store for testing	Can create test orders and returns directly on your production store.	Can connect Loop to your development store for testing outside of your production store. Available for all Loop plans except Starter.
REFUNDS AND EXCHANGES		
Refund Allow refunds back to the original payment method	Allows refunds back to the original payment method. If using Instant Credit, shoppers do not get refunded until after credit is designated unused.	Allows refunds back to the original payment method. Shoppers are able to choose between refund and other options during the return flow.
Store credit Allow return credit to be issued in the form of a gift card	Allows return credit to be issued in the form of a gift card. If using Instant Credit, return credit is automatically issued in the form of a gift card and then refunded if designated unused.	Allows return credit to be issued in the form of a gift card. Shoppers are able to choose between store credit and other options during the return flow.
Store credit incentive Incentivize shoppers to choose a gift card over a refund	N/A	Set a flat or dynamic bonus for store credit to incentivize shoppers to choose store credit over a refund.
Gift returns Enable shoppers to return or exchange items they received as a gift	Allows returns and exchanges for gift items.	Allows returns and exchanges for gift items. Includes gift receipts so gift recipients can easily start their return or exchange.
Variant exchanges Allow customers to exchange for a different size or color	Let customers easily exchange for a different variant within the return flow. Not always available if using Instant Credit.	Let customers easily exchange for a different variant within the return flow. Shoppers are able to choose between a variant exchange and other options during the return flow.
Advanced exchanges Enable 1:1 exchanges over different variants	N/A	Let customers easily exchange for a non-variant item that is similar in price to the item that they are returning. i.e. if a different pattern is set up as an entirely different product, offer customers this option as a simple in-line exchange.
 Shop Now Allow customers to exchange for any item in your catalog	Available via Shop Collections during the return flow. If using Instant Credit without Shop Collections, return credit is automatically issued in the form of a gift card for shoppers to use for any item on your website.	Let customers browse your entire catalog via Shop Now In-app or redirect them to your website via Shop Now On-Store for a true shopping experience during the return flow.
 Bonus Credit Incentivize shoppers to exchange over getting a refund	N/A	Incentivize customers who skip the initial exchange options with extra credit to buy a new item altogether.
 Instant Exchanges Allow shoppers to get their new item(s) faster	Available to Returnly Premium merchants. Transaction fees apply to cover the potential risk that the customer does not send back their original item.	Instant Exchanges without the risk or transaction fees. Allow customers to get their exchange faster by having a hold placed on their card until they send back the original item (like booking a hotel).
 Instant Credit and Shop Later Allow shoppers to use their return credit at any time after the return flow until their return is processed	Issue customers an Instant Credit via a gift card to be applied to a new purchase rather than offering a refund up-front. Credit is available to use until the customer sends back their original item and the return is processed, which makes it hard to forecast if the credit will be used or not. Available to Returnly Premium merchants.	Loop puts customers in the driver's seat by allowing them to choose their preferred outcome up-front with clear navigation for refunds and exchanges. Merchants are given the tools to incentivize exchanges and convert more refunds. Leverage Shop Later to allow customers who originally request a refund to convert to store credit or an exchange instead until their return is processed.
Bundles Allow exchanges for individual items within a bundle	Easily allow exchanges for individual items within a bundle right from the return flow.	Easily allow exchanges for individual items within a bundle right from the return flow.
 Exchange accounting How exchanges affect financial reporting	Returnly Exchanges are powered by gift cards, requiring manual accounting reconciliation and duplicative counting of orders.	Loop Exchanges are powered by discount codes rather than gift cards to make accounting reconciliation simple. Links to original Shopify order, supplemental reporting, and support for exchange reconciliation.
Product Recommendations Present shoppers with a browsable list of recommended products for optional purchase	Recommend products at various points in the returns journey based on best selling products and customers' previous interactions from purchases and returns.	Recommend new products that a customer can browse for instead via Shop Now. Additional product recommendation functionality coming soon!
SHIPPING		
Destinations Manage where your returns are received	Multiple warehouse locations available for Returnly Premium merchants. Routing based on warehouse tags in Shopify.	Multiple warehouse locations available for all Loop plans except Starter. Routing based on smart rate-shopping and configured destination rules.
Carriers and rate shopping Generate shipping labels with configured carriers and optimize shipping costs	Enable carrier accounts and rate shop for the cheapest label across all enabled carriers. Carriers include USPS, FedEx, UPS, DHL, and more.	Enable carrier accounts and rate shop for the cheapest label across all enabled carriers. Carriers include USPS, FedEx, UPS, DHL, and more.
Negotiated rates Reduce shipping costs with pre-negotiated rates with select carriers	N/A	Use Loop's pre-negotiated rates with USPS and FedEx to save even more on carrier shipping costs.
Packing Slips Provide additional line-item information per RMA in return packages	Allow shoppers to print packing slips with their shipping label. Available for all plans.	Allow shoppers to print packing slips with their shipping label. Available for all plans.
Label Customizations Customize values on shipping labels to ensure warehouse teams have necessary information available while processing returns	Configure one additional barcode on shipping labels for RMA number, order number, or order ID.	Configure custom values and barcodes on shipping labels to improve warehouse processing operations. Fields available for customization vary by carrier.
Shipping Insurance Get coverage for packages that are lost, stolen, or damaged in-transit	Apply shipping insurance for packages sent domestically with USPS, UPS, and FedEx.	N/A
Printerless returns Offer printerless returns with QR codes for select carriers	Allow shoppers to return without needing to print a label by leveraging QR codes for USPS and FedEx.	Allow shoppers to return without needing to print a label by leveraging QR codes for USPS and FedEx. QR codes for select additional carriers coming soon!
 Access to box-free label-free dropoffs Offer printerless, packageless dropoffs at Return Bars	N/A	Delight shoppers with convenient, box-free, label-free dropoff returns at 9,000+ Happy Returns locations nationwide. Reduce shipping costs and carbon footprint through return consolidation.
 Access to at-home pickups Offer printerless, packageless at-home pickups with Vevo	N/A	Offer the convenience of printerless, packageless at-home pickups with no change to your return costs or warehouse operations.
 Green Returns Allow shoppers to get a refund without shipping their item back	Leverage Returnly's data-driven decision-making to have certain returns be Green Returns and avoid shipping. Not fully configurable or customizable by merchants.	Use Workflows to set conditions around when to allow shoppers to keep their item. i.e. Keep item when label rate exceeds resale value to save on shipping costs
Cross-Border Returns Ship internationally and power global return policies	Merchant must configure international product details, duties, and more in Shopify. Can use with or without label generation.	Merchant must configure international product details in Shopify. Duties, taxes, and more can be powered by Loop's integration with Passport. Can use with or without label generation.
REPORTING		
Analytics Understand how your returns are performing	RMA report available on all Returnly plans.	Return and Operations analytics and additional reports available on all Loop plans.
Insights Unlock advanced analytics to power your business	Detailed and customizable reporting and analytics available to Returnly Premium merchants.	Additional insights on returns, products, and customers available on select Loop plans.
ADDITIONAL FEATURES		
 POS Offer in-store functionality for returns and exchanges	Returnly POS functionality supports: - Start return online, drop-off in-store. - Buy online, return in-store (BORIS). - Buy in-store, return online (BISTRO).	Loop POS functionality supports: - Start return online, drop-off in-store. - Buy online, return in-store (BORIS). - Includes exchanges, gift returns, ability to capture upsell revenue, flexible restocking, and easy order management.
Edit Return Adjust open RMAs after a return has already been submitted	Only supports adding item(s) to an existing return.	Supports removing item(s), editing payment method, adjusting fees, and more.
Remember Customer Info Give shoppers access to the returns flow without having to enter order details	Powered by deep-linking returns center in "My Account"/"Order History" sections of your storefront or within emailed notifications	Powered by integration with Status Customer Accounts
INTEGRATIONS		
Tracking tools	Returnly Order Tracking offered as an add-on.	Integration with Malomo for order tracking. Loop returns and exchange tracking available for Loop Advanced merchants.
Marketing tools	Klaviyo	Attentive, Klaviyo, Omnisend
Help Desks	Gorgias, Kustomer, Re:amaze, Richpanel, Zendesk	Gladly, Gorgias, Kustomer, Richpanel, Zendesk
3PLs	AMS Fulfillment, Bergen Logistics, Boxzooka, Deliverr, Mason Hub, Ryder E-commerce by Whiplash, ShipBob, ShipHero, ShipMonk, ShippingTree, Shipvine, Shipwire	AMS Fulfillment, Airhouse, Bergen Logistics, Boxzooka, Deliverr, Mason Hub, Quiet Logistics, Ruby Has, Quiet Logistics, Ryder E-commerce by Whiplash, ShipBob, ShipHero, ShipMonk, ShippingTree, Shipvine, Shopify Fulfillment Network (SFN) and more
ERPs	A2000 Global, AIMS 360, BlueCherry, Celigo, Exenta, Full Circle, NovaModule, Omni, Oracle NetSuite, RLM	BlueCherry, Brightpearl, Celigo, Full Circle, NovaModule, Oracle NetSuite, Pipe17, RLM
Business Intelligence	Daasity, Glew, Omnipanel	Daasity, Glew
Additional integrations	N/A	Arrive (resale) Bold Metrics (sizing) Recharge (payments) Rise.ai (loyalty) Zapier (automation)

Questions about Loop or the migration?

We'd love to chat with you. Book a demo to learn more.

[BOOK A DEMO](#)

