# Returns and Repair Management Solutions
## for Electronics & Technology

**Purpose-built returns and repair management platform that will transform your reverse logistics.**

With growing product complexity and rising consumer expectations, you cannot afford fractured warranty systems or inconsistent repair processes. More than ever, you need an efficient returns management system that can save your operation's money while keeping customers happy.

This is where ReverseLogix steps in with a single, integrated platform purpose-built to manage the full cycle of the high-tech reverse logistics process. With the ReverseLogix platform, you can resolve return issues quickly and maximize the value of returned products.

**It is so much easier now to offer your customers seamless return, repair, and replacement workflows while reducing waste and controlling costs.**

## The High-Tech Returns Problem

### 10-15%
Returns rate in the electronics & high tech sector.

### 50 million
Tons of electronic waste produced each year.

### $17 billion
Cost of product returns in the high tech sector.

### 5%
Rate of high tech returns that are due to actual defects.

# The ReverseLogix Solution

High-tech returns occur for various reasons, including warranty claims, software glitches, or user error. Sometimes, they are returned for no apparent reason.

But whatever the reason, ReverseLogix is built to handle them all. Our solution provides you with the following:

- Serial tracking of returns from intake to resolution
- Multi-step repair and inspection workflows
- Automated RMA creation and warranty validation
- Real-time updates for customers and service teams

## Turn Returns into a Strategic Advantage

Returns don't have to be a loss. ReverseLogix's solutions for high-tech & electronic returns helps you reduce costs, improve repair outcomes, and strengthen customer loyalty.

### Simplified Warranty Management

ReverseLogix consolidates product registration, claims, and approvals into one platform, making warranty tracking fast, accurate, stress-free, and reliable. This saves your team time, reduces errors, and ensures customers receive the support they need.

### Real-Time Updates That Build Trust

With our platform's automated alerts and tracking, you can keep customers informed at every step of a return or repair. No guesswork. No delays. Just a clear, reliable process from start to finish.

### Reliable Repairs with Built-In Quality Control

Repairs must meet high standards. ReverseLogix supports inspections, testing, and tracking in a single system — reducing mistakes, speeding up repairs, and improving customer satisfaction.
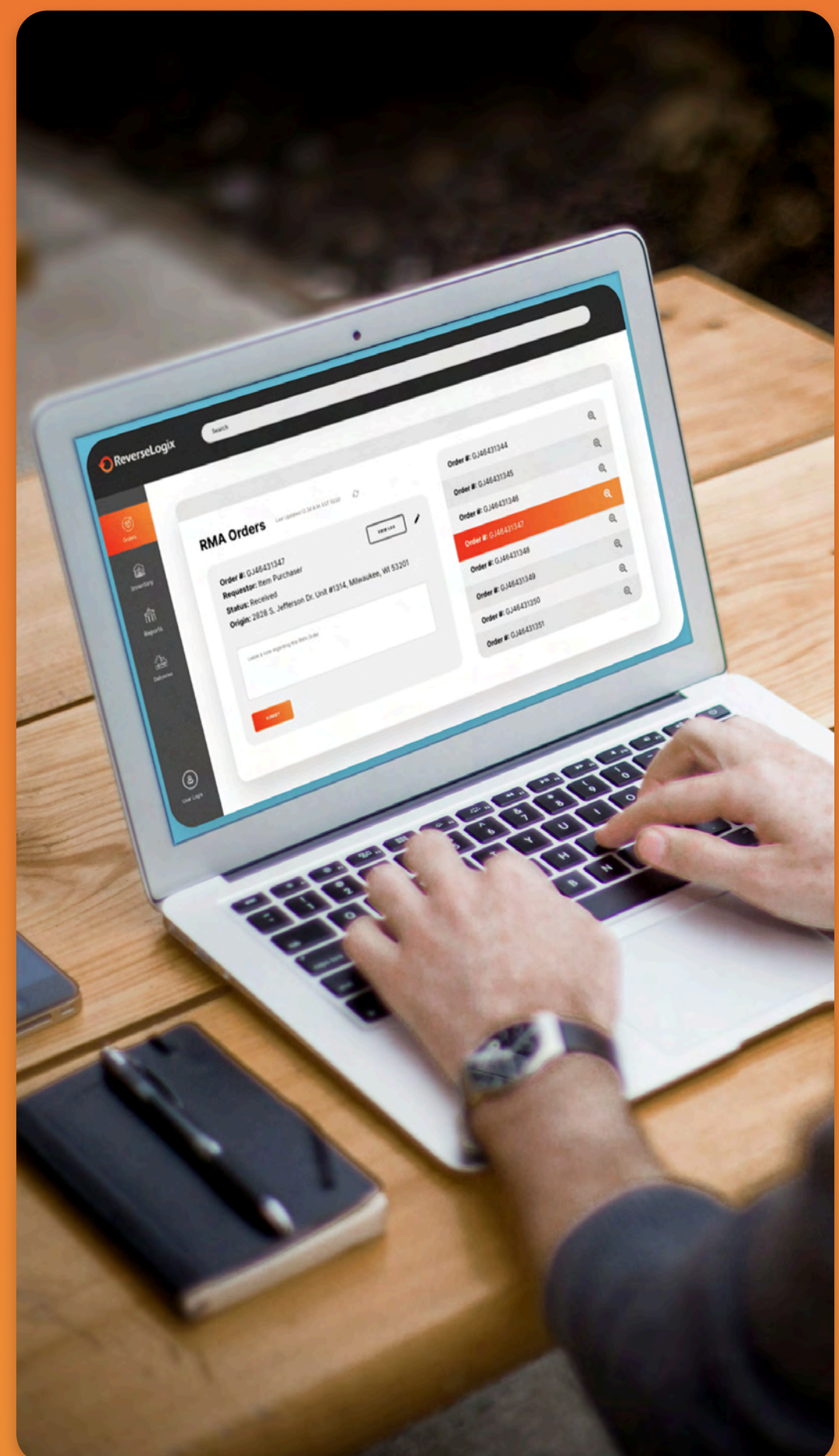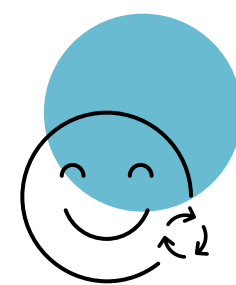
# Key Features of the ReverseLogix Platform for High Tech Returns

*It is designed to make your returns management workflow seamless and efficient.*
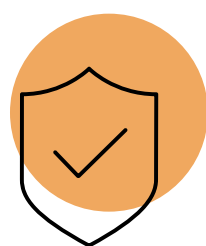
### Warranty Validation Workflows

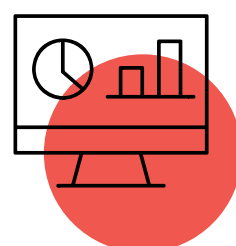Automatically check warranty status and route items to the right process — cutting manual reviews and avoiding errors.

### Branded Returns Portals

Provide customers with a repair request interface that reflects your brand and fosters trust.

### Serialized Item Tracking

Use unique serial IDs to track every item from intake to final resolution for full visibility and accountability.

### Multi-Level Repair Processing

Support advanced repairs with component-level tracking to maximize recovery on high-value electronics.

### Automated Notifications

Send status updates at each step to reduce support calls and keep customers informed.

### Vendor and Technician Integration

Easily manage both in-house and third-party repair teams to scale operations without losing control.

### Analytics Dashboard
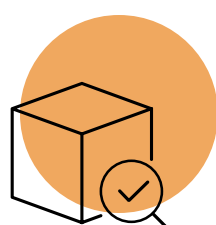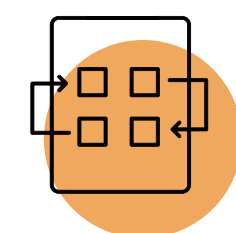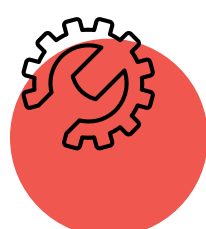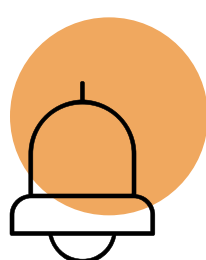
Track return rates, repair costs, turnaround times, and recovery trends to drive smarter planning.

### System Integrations

Connect to ERP, WMS, OMS, TMS and CRM systems to eliminate duplicate entries and ensure accurate data.

### API-Ready E-Commerce & Marketplace Links

Quickly re-list refurbished items or dispose of inventory accurately for faster resale and less waste.

# Key Features of the ReverseLogix System for High Tech Returns

Brands using ReverseLogix report:

- Fewer manual steps and lower processing costs
- Faster repair times — even across multiple locations
- Higher resale value from graded, restocked inventory
- Improved customer retention through better communication
- Smarter decisions based on real-time vendor and SKU performance data

## Smarter Decisions. Cleaner Data.

- Track every item with a unique serial number
- Support sustainability goals by avoiding unnecessary scrapping
- Know which products are worth repairing or refurbishing
- Control brand exposure and reduce counterfeits through portal-managed repair and resale

*To really progress in this journey, we decided to pursue a more specialized partner who grasps the complexity of reverse logistics.*

**Martin Hartvigsen**, VP of Support and Services, Jabra.

Jabra GN

With ReverseLogix, you reduce handling time, improve repair outcomes, and turn returns into a strategic function, not a sunk cost.

- Lower claim processing costs
- Faster repairs across global locations
- Higher resale value through smarter recovery decisions

ReverseLogix returns management software coordinates and streamlines every aspect of the returns journey, including recommerce and after-sales care management. It orchestrates the entire lifecycle of a return based on your specific needs and industry, while centralizing and analyzing relevant returns data from other supply chain software systems.

**LET'S TALK ABOUT HOW REVERSELOGIX CAN WORK FOR YOU.**

**Visit www.reverselogix.com to get started.**