

# Return Abuse

Customer expectations have shifted. Flexible return policies are no longer the exception, they are the rule. But return abuse is a growing problem for online merchants. How can repeat return abusers be stopped from exploiting merchant policies?

\$22.8B

in loss from return abuse and fraud\*

5%

of annual returns are fraudulent\*

75%

of merchants have experienced return abuse\*

## The Problem

Repeat abusers will frequently return goods for a full refund after already using the merchandise. Sophisticated abusers set up multiple accounts and leverage alternative payment methods to hide their identities. As the abuse continues to grow, merchants often struggle with the operational costs of fulfilling fraudulent orders, processing returns, restocking merchandise and reassessing the worth of the returned items.

## The Solution

**Forter's** fully automated "always on" system can accurately block customers committing abusive returns. By following the consumer journey through each touchpoint, Forter spots abusive behavior both before and after an order is made. Our proprietary soft linking technology uncovers hidden connections between numerous fraud attempts, identifying and stopping serial return abusers in their tracks.

## End-to-End Protection

Fraudsters can strike at every stage of the lifecycle, not just the final transaction. Our comprehensive solution covers the entire experience, so you can fight fraud without jeopardizing revenue or valuable customer relationships.



Reach out to [info@forter.com](mailto:info@forter.com) to learn what Forter can do for your business.

\*NRF

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