

4000+products processed
& tracked monthly**100%**of items remarketed
or recycled**TRIPLE-DIGIT
GROWTH
SUPPORTED**

TradePort was selected as a strategic partner for the “back of the house” delivery end of business for leading consumer warranty protection plan provider. This client is known and trusted by millions of consumers for its fast and exceptional warranty service. This service model has been so successful, it has attracted more than \$200 million in venture funding to support its growth.

This warranty focuses solely on protecting consumer electronics such as mobile devices, laptops and appliances from malfunctions and accidental damage. Their “zero hassle” claims process has yielded a 200% increase in revenue and resulted in five-star reviews by loyal customers. With an influx of investments and triple-digit projected revenue growth, this warranty provider needed a way to process individual returns from consumers with lightning speed.

TradePort provides the audit-ready reporting and ROI to help their partner be successful and realize triple-digit growth in one year.

**SOLUTION**

TradePort's Depot Program delivers third-party logistics for their warranty provider partner. When a product is covered for a replacement or refund, it is shipped directly to TradePort. Typically, these products are out of manufacturer's warranty or are under warranty but damaged, defective or partially functional.

If upon product delivery the consumer discovers there is an operational issue that cannot be resolved over the phone, they ship the product directly to TradePort, who acts as the “agent”. The product is remarketed, or responsibly recycled. Line-item reporting is provided back to the warranty company, and the consumer either receives a fully-functional product or issued a refund.

**RESULTS**

- TradePort acts as a third-party “branded” returns depot for consumers in the U.S.
- Thousands of products are processed and meticulously tracked each month.
- TradePort is able to remarket items and provide an ROI to the warranty company.
- The warranty company is able to honor their consumer warranties and provide customer satisfaction.
- All items are remarketed, or recycled rather than ending up in a landfill.
- TradePort's trained technicians are experts in figuring out how to extend the life of any product.
- With TradePort providing third-party logistics, the distributor can focus on customer service, exceptional customer warranties, and trusted options for consumers.
- TradePort provides the audit-ready reporting and ROI to help their partner be successful and realize triple-digit growth in one year.