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Chain Reaction Cycles chooses CollectPlus for free returns

CollectPlus will enable Chain Reaction Cycles to offer free returns for the first time

2 November 2011: CollectPlus, www.collectplus.co.uk, announces that from today, customers of the world's largest online bike shop, Chain Reaction Cycles, will be able to return their purchases for free via its innovative network of 4,000 local corner shops.

CollectPlus is a joint venture between the UK's leading parcel delivery company Yodel and PayPoint, the leading retail payment network.

The partnership with CollectPlus is expected to result in 100,000 packages a year returned to Chain Reaction Cycles via local shops, all of which are open early until late and most, seven days a week.

The returns will be free for customers, who will initially use an insert within the packaging of their purchase, if they opt to return via CollectPlus. The aim, however, is to have the service fully integrated into the outbound dispatch note.

Mark Lewis, CEO of CollectPlus, says:

"Chain Reaction Cycles and CollectPlus have a shared understanding of what today's consumers want and a desire to provide services which fit with their busy lives. This opportunity to work with Chain Reaction Cycles is hugely significant as it provides a further demonstration that we are able to meet the demand for an alternative returns service, one that is convenient and on people's doorstep."

David Nutt, Global Shipping Manager at Chain Reaction Cycles, says of the partnership:

"This partnership with CollectPlus gives our customers a choice of how they return their goods and makes it as convenient as possible. We wanted a system that made it easy for us to process returns and using CollectPlus allows us to monitor which goods to expect back and when."

82 per cent of people in towns in the UK are within a mile of a CollectPlus outlet, which are all part of the PayPoint network. CollectPlus provides additional choice, flexibility and convenience for retailers and their customers. Not only do customers benefit from the extended opening hours, but retailers are able to accurately track goods as they make their way back to the depot, allowing them to manage stock more effectively.

ENDS

Notes to editors

For more information or to speak to Mark Lewis of CollectPlus please contact the CollectPlus Press Office on:

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About CollectPlus

CollectPlus is a delivery and returns service giving online shoppers greater freedom and flexibility with the choice of collecting and dropping off parcels at local convenience stores.

With 98% of CollectPlus outlets open seven days a week and, normally, early in the morning until late at night, the service offers online shoppers the option to pick up or drop off purchases at a time and place convenient to them. 82% of the UK population lives within a mile of a CollectPlus store in urban areas, and 83% within five miles in rural areas.

CollectPlus is a joint venture between the UK's leading parcel delivery company Yodel and PayPoint, the leading retail payment network.

In 2011, CollectPlus has been named 'Third Party Logistics Supplier' of the year at the Retail Week Supply Chain awards; 'Innovative Delivery Service' at IMRG's eCommerce Excellence Awards; and is shortlisted for 'Supply Chain Solution of the Year' by Retail Systems.