

REDUCE RETURNS AND CLAIMS FOR SHOPIFY MERCHANTS

Shopify merchants are facing increasing challenges from returns fraud and claims abuse. False item-not-received (INR) claims, serial returns, excessive bracketing, and policy abuse threaten already-thin margins and strain operations. It's an estimated **\$103 billion¹** issue—and growing.

To combat this, Shopify has partnered with Appriss® Retail to integrate real-time fraud and abuse prevention directly into the Shopify platform. Trusted by 60+ of the top 100 U.S. merchants, Appriss protects 40% of all U.S. omnichannel transactions.

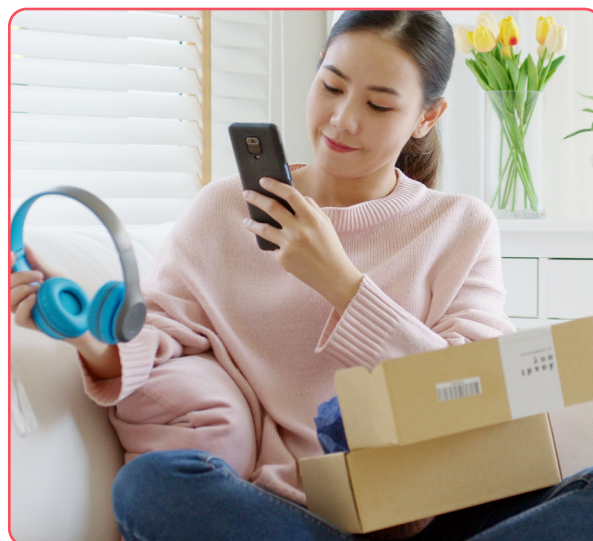
Engage uses AI, behavioral analytics, and its identity engine to flag abusive patterns in real-time, before a refund is issued. This helps stop fraud and abuse while preserving the experience for your best customers, leading to instant cash flow improvements and happier shoppers.

Engage Delivers

8-12%	5%	10x
REDUCTION IN RETURNS	REDUCTION IN CLAIMS	ROI

Purpose-Built to Defend your Bottom Line

As the official Shopify partner, the Returns and Claims app helps merchants stop post-purchase abuse without adding friction at checkout or returns. The result? Fewer fraudulent claims, lower return rates, more protected revenue, and an improved customer experience.



Key Benefits



Protect Your Margins

Helps stop refund fraud and abuse² with intelligent real-time decisioning based on shoppers' history and behavior.



Enhance the Customer Experience

Apply fair and consistent recommendations that reward good customers while stopping fraud and abuse.



Seamless Shopify Integration

Quick setup with your Shopify POS and commerce environment—no heavy lifting required.

Available now in the Shopify App Store: The [Returns and Claims](#) app, powered by Appriss Engage

¹ 2024 Consumer Returns in the Retail Industry Report

² Return Fraud Tips for Protecting Your Retail Business

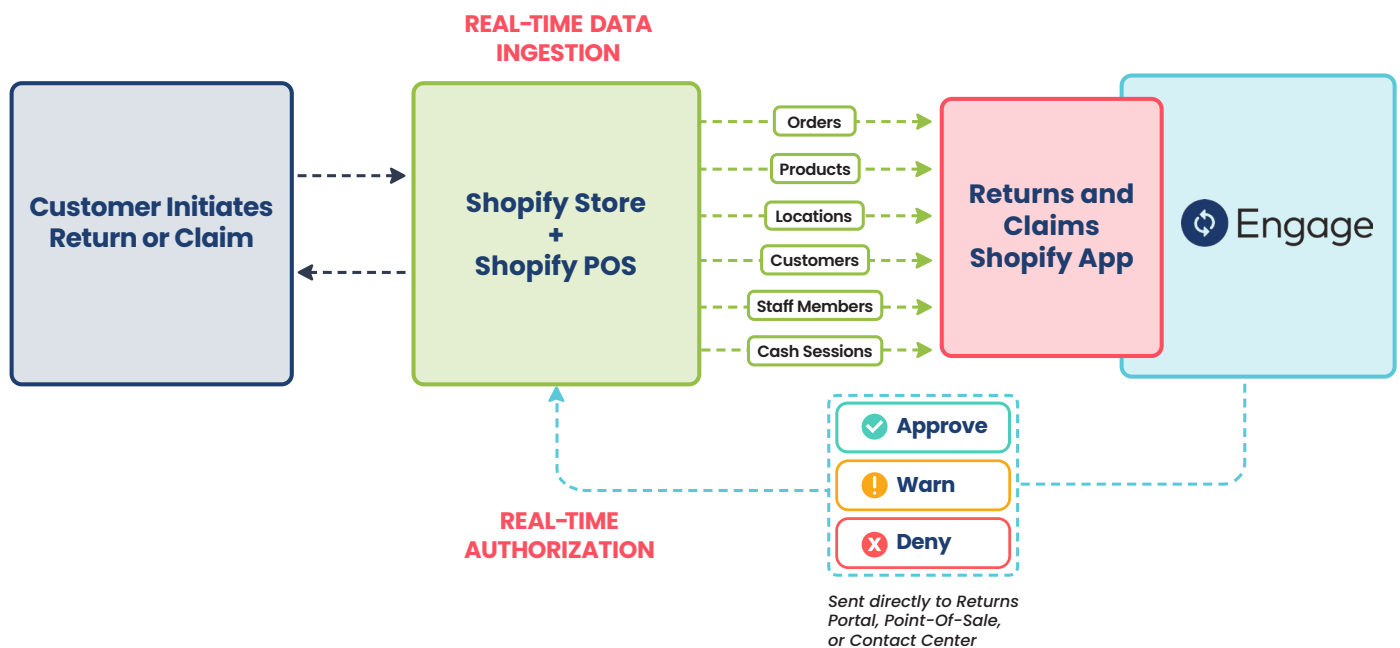
How It Works

Seamless Integration. Built to protect your bottom line.

Better Together: Shopify + Appriss

- ✓ **Stop fraud and abuse** in returns and claims — before it impacts your bottom line.
- ✓ **Leverage Appriss' proprietary identity engine** to spot suspicious patterns and flag risky behavior with precision.
- ✓ **Seamless integration** with Shopify POS and existing commerce systems—recommendations are delivered directly to your point-of-sale, returns portal, or support agents.

Built for merchants who want to say “yes” to good customers—and “not today” to fraud and abuse.



Reduce refund fraud and abuse

Stop abusive and fraudulent returns and claims (item-not-received, missing package, and other appeasements) within your business.



Give every customer the experience they deserve

Protect the customer experience with frictionless returns.



Protect profits and improve margins

Save millions by reducing returns, claims, and other appeasements.

Appriss Retail provides retailers with protection against fraud and abuse for every transaction, no matter where it happens. With more than 20 years of retail data science expertise and experience, we've built a collective, omnichannel intelligence platform that is trusted by over 60 of the top 100 U.S. retailers, covering one-third of all U.S. omnichannel sales across 150,000 locations. Globally, Appriss Retail reaches 45 countries across six continents. The company provides relevant, actionable, and profitable collective intelligence to retail operations, finance, marketing, and loss prevention teams. Appriss Retail's performance-improvement solutions yield measurable results with a significant return on investment. For more information about Appriss Retail, visit apprissretail.com or our [LinkedIn page](#)