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## FASHION DELIVERY SERVICE SEES COURIERS WAIT TO TAKE RETURNS WHILE CONSUMERS TRY ON GOODS



### Netherlands-based JeansOnline gives customers 15 minutes to try on the clothes they order, and instantly return any that don't fit.

For consumers, one of the most irritating parts of ordering clothes online is the disappointment if they don't fit, and processing the subsequent returns also provides a headache for businesses. In the past we've seen retailers such as [Dicky Ticker](#) offer a unique alternative, enabling customers to get a refund on its t-shirts without returning the shirt. Now Netherlands-based [JeansOnline](#) is giving online consumers 15 minutes to try on the clothes they order and instantly return any that don't fit.

Customers selecting items from the store simply choose the Easy Fit & Return service when checking out. The option costs EUR 9.95, and is free for orders over EUR 250. Upon delivery, couriers will wait for up to 15 minutes for customers to try on their goods. Any items they'd like to return can be handed back to the courier, saving the price of postage for the consumer and eliminating the need for an extra trip to send the items back.

Evidently, the service isn't a perfect solution for everybody — some consumers may prefer to spend more time thinking about whether their purchase is right and couriers could end up waiting 15 minutes without receiving any items to return — and the company does offer a traditional delivery service alongside the Easy Fit & Return option. Are there other ways online delivery and returns could be streamlined?

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Website: [www.jeansonline.com](http://www.jeansonline.com)

Contact: [www.jeansonline.com/en/contact\\_us.php](http://www.jeansonline.com/en/contact_us.php)

