

## Reduced RTO % by:

# 17%



## About the company

GIVA is a jewellery store aiming with a vision to make authentic, elegant and fine jewellery accessible. Started in 2019, GIVA has grown rapidly to become one of India's leading jewellery and natural diamond jewellery brand.

Ishendra Agarwal • Co-Founder



## Problems GIVA faced



### High RTO%

High RTO due to buyer remorse is a challenge for GIVA. Not implementing faster delivery lead to increased returns due to delayed receipt of jewelry, resulting in higher instances of buyer remorse among customers.



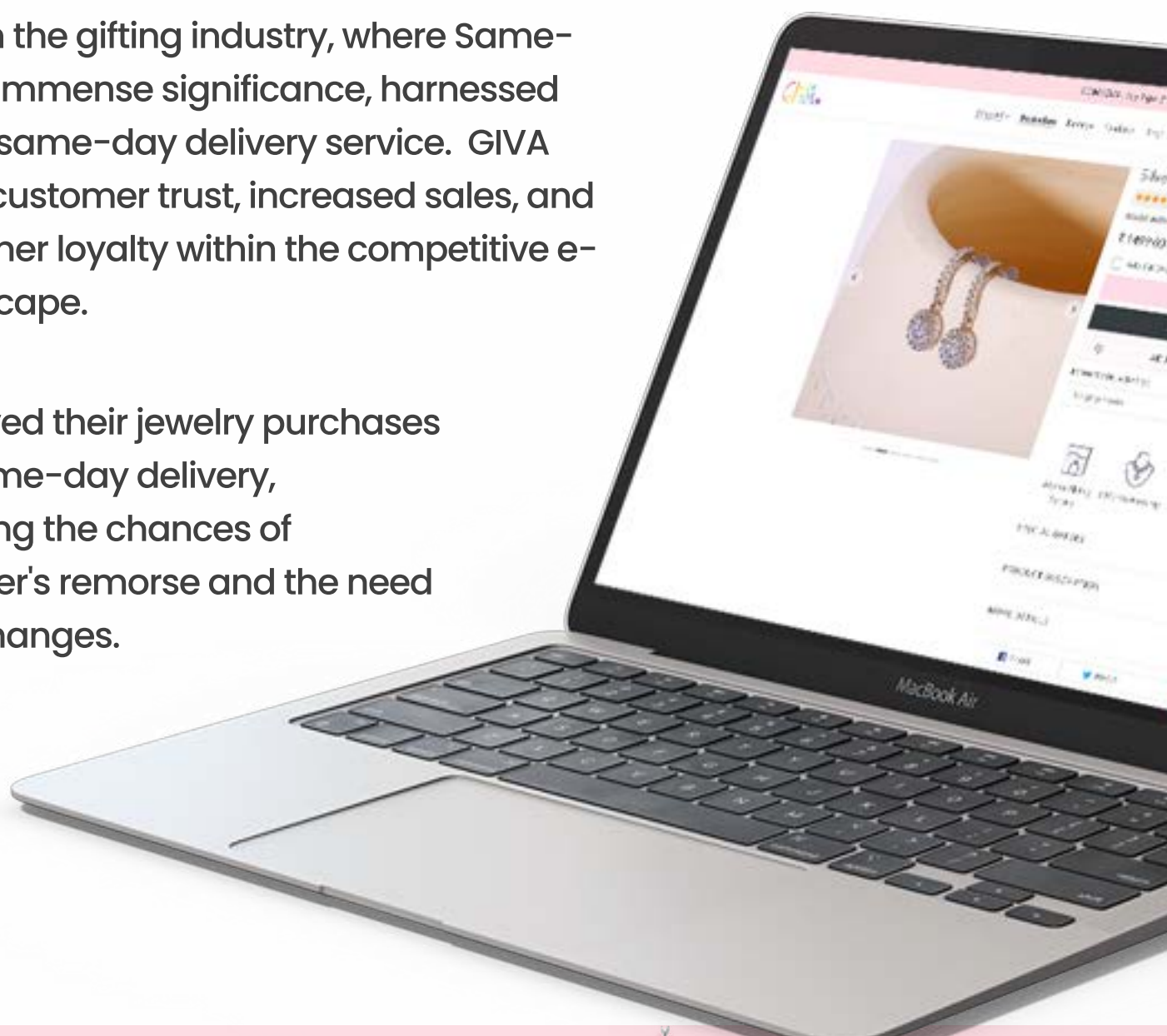
### High delivery TAT

Extended delivery TAT significantly impacts customer satisfaction, leading to additional costs and diminished revenue for the brand.

## How did we help?

GIVA, operating in the gifting industry, where Same-day delivery is of immense significance, harnessed the power of Blitz same-day delivery service. GIVA strengthened its customer trust, increased sales, and enhanced customer loyalty within the competitive e-commerce landscape.

Customers received their jewelry purchases promptly with same-day delivery, effectively reducing the chances of experiencing buyer's remorse and the need for returns or exchanges.



## What's the impact?

# 17%

## Reduction in RTO

RTO reduced to **5%**

## 50%

Reduction in Delivery TaT  
TAT reduced to **0.75** days

## Hear from them



Blitz is an exceptional courier partner, providing reliable and efficient same-day and next-day delivery services. Their professionalism, attention to detail, and streamlined process ensure on-time deliveries, giving us peace of mind. We highly recommend Blitz as a trusted courier partner, committed to excellence and exceptional service. Thank you, Blitz, for being our valuable asset.

Giriraj D • Senior Operations Manager

## Your story is our success

At Blitz, our mission is to become the world's most customer-centric eCommerce enabler platform, helping sellers build & grow their brands sustainably by constantly innovating to provide a seamless shopping experience for their buyers.

If you want to delight your customers and turbocharge your sales feel free to reach out to us.

