

QuickBox Fulfillment

Growing Your Business: Improved Customer Experience

the CHALLENGES

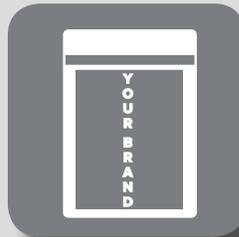
Though experts in branding and design, the company was struggling with translating that design onto customized pack-

aging used for the actual fulfillment of their orders. For example, how could they improve their perceived value the moment a customer's eyes land on their package in the

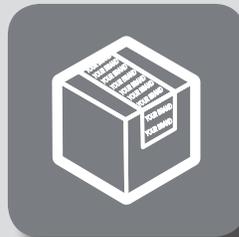
mailbox? Another pain point was time to home in respect to processing orders from the moment they are placed to the moment they arrive to the end customer.

our SOLUTION

We worked closely together to develop a strategy that would stay true to brand. We started by creating custom shipping materials to increase overall perceived value. We then added expedited shipping to their account to improved delivery times.



Customized bubble poly-mailer bags featuring brand colors and logo to clearly identify the package the moment it arrives.



Achievement of the same effect with the use of customized, water activated packaging tape on all boxed orders.



Introduced and expedited shipping services to improve time to home speeds to within 1-3 day delivery.

the RESULTS

Within 6 months we were able to solve their internal pain points and improve their overall customer experience which allowed for fewer returns, more reorders and a cohesive brand identity.



the CLIENT

This California based company is in the industry of advertising and marketing. They create health and wellness brands ranging from research & development, manufacturing, design, branding, and marketing, to media, sales, and customer service. They are a leading force in the advertising and marketing world, winning several awards for the creative approach to operating a business. Some of their products include detoxifying herbal teas, natural weight loss supplements, and wellness snacks.

They signed on with QuickBox Fulfillment in January 2018.

what did THEY SAY

“Quickbox greatly reduced our shipping time-frame and has helped us improve our customer experience through their prompt service. We’ve used a few fulfillment centers, but none have been nearly as timely as Quickbox. A first impression is everything for our clients, and we know that we can count on Quickbox to get our orders out to our clients’ doorstep in an extremely timely manner. Thanks Quickbox! ,,

- Dan, Senior Customer Service Specialist

**Let Us Help You Grow Your Business.
Call Us Today!**

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