



Retourkoop.nl

A sustainable purchase for a return price

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Program

Dutch E-commerce landscape

The downside of e-commerce

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10R model of Circularity

How do we apply circularity to this sector

Questions

Dutch E-commerce

Started in 1985 with a 24 hours telephone order service

1995 they launched the first webshops

Free shipping, Free return

24 Hours delivery

Groceries

The downside of E-commerce

Our house is our fitting room

13% of the products are returned in the Netherlands

10% is the average number in Europe

44% of the returned products are from fashion (Netherlands 2019)



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Buy In Returnd
products



Quality control



Cleaning, Repairing,
merging, Repacking



Resell



prevents extra
production

What we do?



10R model of circularity

10R model of circularity Retourkoop.nl



OUR MAIN GOAL IS TO
REFUSE EXTRA
PRODUCTION



BY **RE-USING** AS MANY
PRODUCTS AS POSSIBLE



BROKEN PRODUCTS WILL BE
REPAIRED



WE **REFURBISH** THE
PRODUCTS BY
PROFESSIONAL CLEANING



WE **RE-PURPOSE** PARTS OF
BROKEN PRODUCTS TO
REPAIR OR REPLACE (PARTS)
OTHER PRODUCTS.

Thank you!

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