

# Empower your customer service

  

## See how others do it

**Karla**

SHAPE  
REPUBLIC

**“Shape Republic eliminates 94% of parcel-related customer service workload and improves customer satisfaction at the same time”**

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"Karla has made a big difference for us as it provides great post purchase engagement opportunities and protects our shipments from being lost, stolen, or damaged. Delivery issues and carrier claims no longer cost us money and waste our time. Instead, we recover additional cash and it gives us total peace of mind!"

**Farina Schiffner**

Director of Ops & Product at Shape Republic



Wuhuuu

### Quantitative Impact

- 94%** Drop in customer service efforts  
Handling all parcel-related customer enquiries
- 85%** Customer claims covered  
Flexible shipping protection policy for maximum refunds
- 86%** Faster issue resolutions  
Enabling customers to submit delivery issues with 4 clicks