

# **Europe Returns Management Software Market Forecast to 2031 - Regional Analysis - by Component (Software and Services), Deployment (Cloud and On Premises), and Enterprise Size (Large Enterprises and SMEs)**

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## **Abstracts**

The Europe returns management software market was valued at US\$ 365.16 million in 2023 and is projected to reach US\$ 683.05 million by 2031; it is estimated to register a CAGR of 8.1% from 2023 to 2031.

### **Growth of E-commerce Sector Drives Europe Returns Management Software Market**

The surge in global e-commerce during the COVID-19 pandemic initially emerged as a response to the necessity of the situation. With the closure of physical retail stores, online shopping became a practical alternative as people were forced to stay indoors. According to Morgan Stanley, the share of global retail sales attributed to e-commerce increased from 15% in 2019 to 21% in 2021. Presently, it is estimated that e-commerce accounts for approximately 22% of total sales as per Morgan Stanley. The rise in e-commerce sales has surged the demand for industry services as consumers return up to 30% of the products in certain categories. This highlights the importance of effective return management processes and the need for businesses to address customer returns efficiently.

Returns management software plays a crucial role in supporting the expanding e-commerce sector. The increasing online sales volumes eventually increase the number of product returns. Efficiently managing these returns is crucial for businesses to reduce costs, enhance operational efficiency, and maintain customer satisfaction.

Implementation of returns management software enables real-time tracking and monitoring of returns, allowing businesses to have complete visibility into the process. Additionally, returns management software optimizes inventory management by providing insights into product quality, return patterns, and customer feedback. This information aids businesses to make informed decisions regarding product improvements, supplier relationships, and customer service enhancements. Thus, the growing e-commerce sector drives the returns management software market.

## Europe Returns Management Software Market Overview

The returns management software market in Europe is experiencing robust growth, propelled by several key factors that underscore its increasing significance in the business landscape. One of the primary drivers is the escalating e-commerce activity across the continent. With a burgeoning online retail sector, businesses are recognizing the critical need for efficient returns processes to enhance customer satisfaction and maintain brand loyalty. Furthermore, the e-commerce sector in Europe has shown significant growth in B2C turnover in recent years despite a few nations reporting fewer e-commerce sales due to reduced COVID-19 pandemic precautions. Furthermore, Eastern Europe has had faster growth rates in B2C e-commerce sales than many countries in Western Europe. According to the European E-commerce Report 2022, Western Europe accounted for 63% of total revenue, while Eastern Europe accounted for 2% (as of 2021). The rising awareness of environmental sustainability also contributes to the market's expansion. In the UK, there is a significant number of frequent returners among online shoppers, with 71% of them engaging in the practice at varying frequencies. This trend of high return rates poses distinctive challenges for e-commerce businesses compared to traditional brick-and-mortar stores. Companies in Europe are adopting returns management solutions to minimize waste and optimize reverse logistics, aligning with the growing emphasis on eco-friendly business practices. Furthermore, the relentless pursuit of operational efficiency and cost-effectiveness is prompting businesses to invest in sophisticated returns management tools. These solutions not only reduce operational overheads but also enhance overall supply chain resilience, addressing the challenges posed by reverse logistics.

## Europe Returns Management Software Market Revenue and Forecast to 2031 (US\$ Million)

### Europe Returns Management Software Market Segmentation

The Europe returns management software market is categorized into component,

deployment, enterprise size, and country.

Based on component, the Europe returns management software market is bifurcated into software and services. The software segment held a larger market share in 2023.

In terms of deployment, the Europe returns management software market is segmented into cloud and on premises. The cloud segment held a larger market share in 2023.

Based on enterprise size, the Europe returns management software market is bifurcated into large enterprises and SMEs. The large enterprise segment held a larger market share in 2023.

By country, the Europe returns management software market is segmented into the UK, Germany, France, Italy, Russia, and the Rest of Europe. The UK dominated the Europe returns management software market share in 2023.

ParcelLab; ReverseLogix; nShift; United Parcel Service of America, Inc; SAP SE; AfterShip; and Shipcloud GmbH are some of the leading companies operating in the Europe returns management software market.

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