

Press release

JTL expands its portfolio and invests in Returnless

- *JTL expands its product portfolio once more and invests into Returnless, a Dutch company that is one of the leading providers of return solutions.*
- *Online retailers benefit from optimised return processes and increased efficiency in handling returns.*
- *With this strategic acquisition, JTL further strengthens its position as a leading provider of eCommerce software.*

Hückelhoven, 07. January 2025 – JTL-Software-GmbH (JTL), a leading supplier of eCommerce and multi-channel software in the German-speaking market, announces the acquisition of Returnless. The Dutch company devises innovative solutions for optimising the management of goods returns. Automation allows online retailers to process returns within seconds and reduce manual steps. The acquisition is an important extension to the JTL portfolio as the solution helps online retailers to promote customer loyalty and lower operating costs.

Returnless rethinks return management

Returnless offers an intelligent platform to online retailers that allows for seamless and efficient return processes. A wide range of Plug & Play integrations ensures compatibility with a multitude of software solutions used by retailers. With the help of the integrated return data analytics tools, retailers gain important insights into their return processes and can use them to lower their return rates in the long term.

“Returnless has made a name for itself as a pioneer in the field of return management. The company stands for innovative and sustainable solutions that fit our vision perfectly. With this acquisition, we are strengthening our position as a provider of comprehensive solutions for eCommerce businesses. It provides our customers with real added value,” says Sebastian Evers, CEO of JTL.

Growing together towards a dynamic future

The partnership with Returnless is another stepping stone of the growth strategy pursued by JTL. Together, the two companies will strive to make innovative solutions available to online retailers and tailor them to the challenges of the ever-changing eCommerce landscape.

“We are happy to become a part of the JTL Group and contribute to a wider ecosystem with our technologies. Together we will set a new benchmark for return processes in



the eCommerce business,“ say Marijn Prijs and Chris Boer, Managing Directors and founders of Returnless.

About JTL

JTL-Software-GmbH is a provider of innovative software for multichannel retailing. With more than 50,000 customers and more than 500 partners in Germany, Austria and Switzerland, JTL is one of the leading manufacturers of eCommerce software in the German-speaking world. JTL's ERP software organises all relevant business areas of modern commerce: Managing items and sales orders, procurement, sales and multichannel sales, order processing, payments as well as organising storage and shipping. The product portfolio includes solutions for large businesses as well as for medium-sized and smaller eCommerce companies. JTL was founded in 2008 and employs about 300 people across the entire JTL Group. In October 2023, JTL entered into a strategic partnership with Hg to facilitate further growth. Hg is a leading investor in software and service companies. www.jtl-software.de

About Returnless

Returnless was founded in 2020 in the Netherlands and has become an established supplier of innovative return management software. The platform helps online retailers to streamline and optimise their return processes and gain powerful data-driven insights into their business operations. Returnless is based in Eindhoven and works with customers from all over Europe. www.returnless.com

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