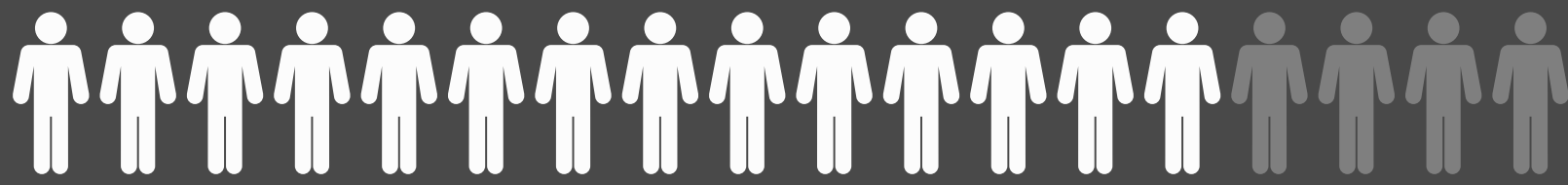


HERE'S WHAT YOU NEED TO INCREASE YOUR REPEAT BUSINESS



70%

of consumers will return as a customer if a complaint is resolved in their favor



500%

It costs more to acquire new customers than it does to keep current ones

Lowering customer churn rate by

5% can increase your business profitability by

25-125%



On an average, loyal customers are worth up to 10x as much as their first purchase



82%

of companies agree that customer retention is more cost effective than acquisition



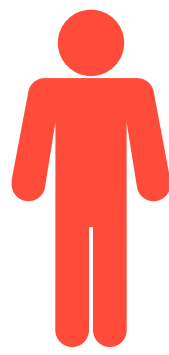
By and large, an average repeat customer spends 67% more between 31st to 36th months in their purchase cycle in comparison to 0-6 months

It takes 9 first time shoppers to lead into one

REPEAT CUSTOMER!



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9 First Time Shoppers: 1 Repeat Customer

