

Pennzoil Posters

The Challenge

A global client needed promotional kits shipped across North America to support a product launch and ongoing campaigns. Materials came from multiple vendors in different formats, but those vendors lacked kitting and shipping expertise. This led to damaged kits, high return rates, and frequent complaints—causing internal frustration and delays with every promotion.



Solution

We simplified the process: just tell us what to ship and where. We selected the right cartons, optimized carrier methods, and ensured proper packing for damage-free delivery—on time and cost-effectively. Many clients also trust us to manage printing for even greater control.



Outcome

By managing returns and updating our system, we cut return rates by over 50%. Current returns sit under 0.18%, kits arrive intact, and promotions run seamlessly—no more noise from internal teams or customers.

We helped this global brand streamline their promotion process, reduce returns, and improve satisfaction—all by handling the details and getting it
Simply. Done. Right.