



Integrated Aftermarket Solutions That Drive Post-Sale Value


ModusLink

Returns Management

Control the customer experience and mitigate the impact to your bottom line

Our Returns Management Solution is designed with your customers in mind to ensure a positive and easy to maneuver returns experience while eliminating costly hand-offs and unnecessary processing steps.

We manage the end-to-end post-sale process, including:

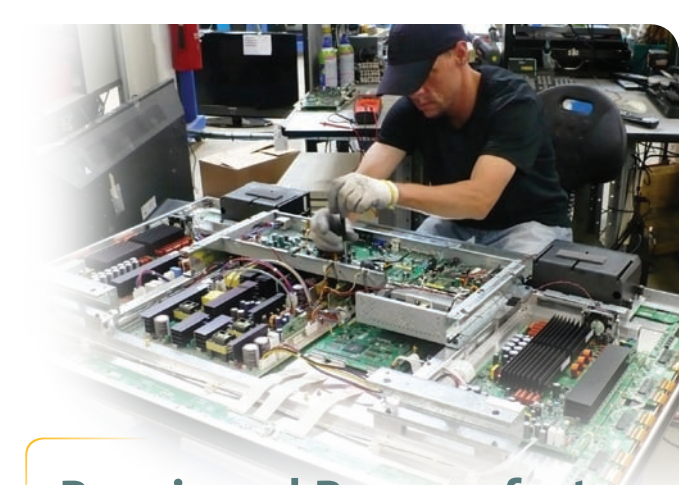
- Gate keeping
- Receipt
- Triage
- Ultimate disposition of the returned product

Our efficient and integrated system decreases the time required to process inventory, improves value recovery and keeps the customer happy.

Online Returns Management

ModusLink Returns is a Web-based solution designed to reduce the cost and increase the speed of the returns process. Ideal for high-volume consumer or channel returns, customers can leverage an array of self-service options and real-time status updates.





Repair and Remanufacture

Execute repair processes while managing return on repair investment

Using innovative training, technology and diagnostic tools to repair a wide range of products, ModusLink practices value-focused behaviors, such as:

- repair only what is required to drive value;
- drive yield improvements on labor and parts; and
- identify value recovery opportunities throughout the process.

Our level 1–4 repair services include:

- Repair and return to customer
- Component parts recovery
- Refurbish and/or white label for resale in secondary markets
- Detailed failure analysis information to prevent future returns

Failure Analysis

We use standardized processes and state of the art testing equipment to analyze critical repair data — which determines the root cause of a failure — and make recommendations to help prevent future returns.

Value Recovery

Maximize the value of at-risk inventory

Our Value Recovery Solution includes parts harvesting, component recovery, recycling and eScrap services and refurbishment for resale. We provide clients with access to business-to-business and consumer-recovery channels while leveraging market intelligence to drive decisions on channel mix, repair actions, lot sizes and warranty policies to maximize profits.

Multichannel Recovery Options

- **Online B2B Auctions:** ModusLink Auction is an online disposition channel to sell repaired, refurbished and excess product in a controlled B2B environment to prequalified buyers in secondary markets. You have the flexibility to sell restored products under your own brand or through our unique white-label program.
- **Online Secondary Sales Channels:** ModusLink sources your at-risk inventory and sells it directly to customers via an optimized, highly trafficked website supported by Web marketing programs and price comparison engines. End-users can purchase products through our e-tail site www.techforless.com, or through trusted third-party websites such as eBay and Amazon.

The screenshot shows the Tech for Less website interface. At the top, there is a navigation bar with the logo, contact information, and links for Home, About Us, FAQs, Returns, and Contact Us. Below this is a secondary navigation bar with categories like All Categories, Cameras, Computers, Drives & Storage, Laptops, Monitors, Networking, Portable Audio, Printers, Servers, and Televisions. A search bar is prominently displayed with an 'Advanced Search' button. The main content area features a 'Why Tech for Less' sidebar on the left, a central promotional banner for 'Tech for Less... Same Technology, Lower Price' with a 100% Satisfaction Guarantee and a 30-Day Money Back Guarantee, and a 'Subscribe Today' form on the right. Below the banner, there are sections for 'Daily Deal Alert FIRE SALE' with a price of \$12.94, 'Top Categories' including Laptops, Televisions, and Digital Cameras, and a 'Why Tech for Less?' section highlighting quality, top brand names, and up to 98% savings. The bottom of the page shows a list of product listings with images, titles, and prices.

About ModusLink

ModusLink Global Solutions, Inc. is a leader in executing value chain strategies for the world's largest technology and consumer goods companies. We design and execute critical processes across the end-to-end product lifecycle, from sourcing, configuration and fulfillment, to revenue-generating e-commerce, customer service and brand loyalty solutions, to aftermarket returns, repair and recovery.

Our profit-optimized, sustainably designed value chains are backed by an unmatched global footprint and drive:

- Operating efficiency
- Revenue growth
- Customer satisfaction
- Environmental responsibility



Americas

Mexico
United States

EMEA

Czech Republic
France
Hungary
Ireland
The Netherlands

Asia

Australia
China
Japan
Korea
Malaysia
Singapore
Taiwan



Supply Chain



Aftermarket



e-Business



Entitlement Management

Contact us to learn how we can help you design and execute a more efficient and cost-effective global value chain.

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