

SUCCESS STORY: SPORT-HESSE

CONVINCING ALL ALONG THE LINE

SELLERLOGIC STANDS OUT WITH THEIR PERSONALIZED EXPERTISE, AND SPORT-HESSE IS REWARDED WITH A HIGH AMAZON REIMBURSEMENT

BACKGROUND

Christoph J. Hesse started selling sports equipment on sports fields when he was still studying business economics. This is how the idea of creating the company was born.

Finally, in 1984 the first equipment sports shop was opened with a sales surface of 45 sqm. The expansion of the sales surface took place only a few years later, first with 100 sqm, and then up to 500 sqm. Today, Sport-Hesse sells on a surface of around 1000 sqm, and is one of the most successful suppliers of team sports equipment, it supplies customers all over the world!



ABOUT SPORT-HESSE



FOUNDATION:
1984



INDUSTRY:
Sport equipment, Team sports, Sports brands



ITEMS IN AMAZON:
approx. 6.000 SKUs



SHIPMENTS:
approx. 30.000 per month

STARTING SITUATION

Since 2014, the company also sells its products on Amazon. What started with the shipment of a few footballs has finally turned into a PAN EU sale throughout Europe. With around 6,000 items, Christoph Hesse was aware that errors were occurring in Amazon's warehouses.

"We have a wide range of products on Amazon and comparing so many international markets is complex and time-consuming," says Christoph Hesse. "We were manually analyzing delivery reports because we were aware of the core problem, but because of the large amount of time this requires, we were only able to do the monitoring on a small scale".

SOLUTION

SellerLogic is convincing with its expertise and personalized service

Then Christoph Hesse took part in a conference for Amazon sellers. As he had already received an invitation from SellerLogic regarding the tool Lost & Found, his interest was aroused: He heard the presentation of the CSO of SellerLogic. "The

workshop had already convinced me of Lost & Found. But the constructive talk with the speaker afterward was the icing on the cake and totally confirmed my first impression", says Christoph Hesse. "As soon as I got home, I went straight to register".

SUCCESSFUL RESULTS WITH LOST & FOUND BY SELLERLOGIC

Even the implementation of the tool exceeded his expectations. Although Christoph Hesse's personal experience with the SellerLogic CSO was decisive for his decision, "the initial reimbursement surprised me anyway: Sport-Hesse got 15,000 Euros back from Amazon!".

The time-saving and effortless work of SellerLogic Lost & Found also fulfilled its promise. "They also offer an impeccable service - even on Saturday I received a response from the customer support team," says Christoph Hesse. "In general, dealing with the customer support team has always been

very pleasant. They always have the right answer to my problems".

"The tool itself also works very well," continues Christoph, "The operation is clear and it can be integrated perfectly into your own daily routine. In addition, there is a knowledge database, which besides the customer support team, has also helped us a lot when we had any doubts or questions."

"The performance of the tool is simply convincing and totally justifies the price!" Christoph states. "In any case, manual checking is no longer an issue for us".



15.000 €
REIMBURSED
BY AMAZON

ARE YOU INTERESTED IN LOST & FOUND BY SELLERLOGIC?

Do not hesitate to email us at cs-en@sellerlogic.com and let us know how we can help you.

www.sellerlogic.com