

Stress Less, Scale More With Proven Results from



Improving the Gyeon Customer Experience

Problem

Gyeon, a medium sized company that manufactures a complete line of professional-series automotive quartz coatings and car-care products, was losing repeat business due to their pre-existing 3PL shipping incorrectly, coupled with a lack of communication to resolve their issues.

Strategic Alignment

Renewal Logistics was able to reduce customer complaints due to mis-shipments, speed up their products' time to market, and create a consistent 'set it and forget it' user experience, while reducing their management overhead which had been attributed to prior relationship management of their 3PL.



CLIENT TESTIMONIAL

"We've been working with Courtney and Renewal Logistics for the past year as a 3PL fulfillment warehouse. The partnership with RL since has been great and the communication from Brian, Courtney, etc is the reason we chose them. Undoubtedly, when you rely on a 3PL warehouse their performance is a direct extension of your business and of the utmost importance.

This is why their Google reviews stuck out to us and ultimately made us choose them. There were a few disgruntled employees who weren't allowed to break/bend the rules, and Renewal Logistics made sure of that. It struck us here at GYEON USA that if these folks were enforcing their own rules, they'd have no problem enforcing our rules with how our products would be handled, and that is exactly what we've seen this last year. Of course there have been challenges and hiccups as we have gotten our relationship off the ground, but we continued to see refinement and improvement, and there's always commitment to improving our client experience, as well as open communication, which we can really appreciate.

This company has worked with some giant global brands as well and have been tasked with more than some 3PL warehouses are willing to take-on, they've been around the block and understand how to manage large velocity swings, allowing us to grow without interruption or hesitation!"

Dorean Martinez,
Gyeon