

[hello@drop-x.io](mailto:hello@drop-x.io) | [www.drop-x.io](http://www.drop-x.io)

# **DROPX**

CHANGING THE GAME





LIVE APRIL 2026

# Your delivery and returns network, reimagined.

A unified PUDO drop-off and last mile network purpose-built for marketplaces and high-volume retailers. One integration. One point of accountability. A measurably better experience at a meaningfully lower cost.

2,000+

PUDO locations live today

12,000+

ZIP codes covered

50,000

PUDO locations by end of 2027





## THE PROBLEM

# Returns are **broken**, expensive, and fragmented.

Retailers stitch together multiple vendors, accept slow refund processing, and pay a premium for a mediocre consumer experience.

### **Slow acceptance scans**

Marketplaces wait days for the scan that triggers refund eligibility. Customer satisfaction drops with every hour delayed.

### **Fragmented vendor stack**

Happy Returns, UPS, FedEx, USPS. Multiple integrations, multiple SLAs, no single point of accountability.

### **Limited drop-off density**

Inconvenient locations and inconsistent hours mean returns sit in closets, generating support tickets and refund delays.

### **Premium pricing, average service**

Retailers pay top-of-market rates for a returns experience that consistently underdelivers on speed and visibility.





## THE SOLUTION

# One network. One integration. One standard.

DropX combines a rapidly scaling PUDO drop-off footprint with a last mile network into a single delivery and returns product purpose-built for marketplaces.

### **PUDO drop-off built for density**

A growing footprint of partner locations within a short walk or drive of every consumer in target markets.

### **DropX-operated linehaul**

National last mile coverage across 12,000+ ZIP codes, with automated sortation and proven hub operations.

### **Single accountability layer**

One contract, one SLA, one tech integration. DropX owns the experience end to end so you do not have to.





WHERE WE ARE TODAY

# A real network, operating now.

DropX is not a roadmap. The network is live and processing parcels in production today.

PUDO LOCATIONS LIVE

**2,000**

Stores across the US

COVERAGE

**12,000+**

US ZIP codes

**From 2,000 today to  
50,000 by end of 2027.**





WHY NOW

# The case for getting in at the ground floor.

Early adopters lock in pricing, partnership terms, and integration priority before the network reaches incumbent scale.

Be one of the first  
three marketplaces  
on the network and  
you are not a  
customer. You are  
a co-architect.

## Locked-in early pricing

Foundational rate cards established before the network commands a scale premium. Your unit economics improve as the network grows.

## Integration priority

Direct line to product roadmap. Features built around your operational requirements rather than retrofitted later.

## Compounding consumer experience

Every new location added to the network improves the convenience your customers see. The network gets better, and consumer satisfaction follows it.

## Competitive moat

Established integrations, contractual SLAs, and operational runway your competitors cannot replicate at the same cost basis.





CUSTOMER SOP

# The parcel journey, end to end.

From the consumer printing the label to network injection at hub. The acceptance scan at receive is the moment that triggers marketplace refund eligibility.



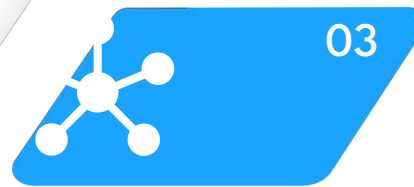
01

CONSUMER DROP OFF



02

HUB ARRIVAL



03

NETWORK INJECTION



04

TRACKING & VISIBILITY



05

DELIVERY BACK TO  
MARKETPLACE/RETAILER





## TECHNICAL SOP

# One integration to the entire network.

Retailers integrate once with DropX. Three integration paths cover every operational reality, from native API to platform-mediated paths.

Retailer → DropX → Last Mile → Returns platforms

DropX provisions a dedicated customer portal for each retailer. All paths converge into the same network operations layer.

## Direct API integration with DropX

Retailer connects directly to DropX APIs for label generation, tracking events, and reconciliation. Full event stream from PUDO scan through final disposition.

- Dedicated customer portal provisioned at onboarding
- Account credentials issued with environment-specific keys
- SOP documentation delivered with go-live runbook
- Standard onboarding window: 2 to 4 weeks

## Returns platform mediated

Retailers already using a returns platform plug into DropX through their existing provider. Loop, Narvar, and other major platforms are pre-integrated with the DropX returns service.

- No new integration work required from the retailer
- DropX appears as a carrier option within the existing platform
- Fastest path to live volume, often inside one week

## Custom direct integration on retailer's stack

For retailers operating their own internal returns platform, DropX completes a direct integration with the retailer's stack. Joint engineering scoping at kickoff.

- Joint technical scoping with retailer's engineering team
- Custom event mapping where required
- Account provisioning aligned with retailer's authentication framework
- Onboarding window scoped to integration complexity



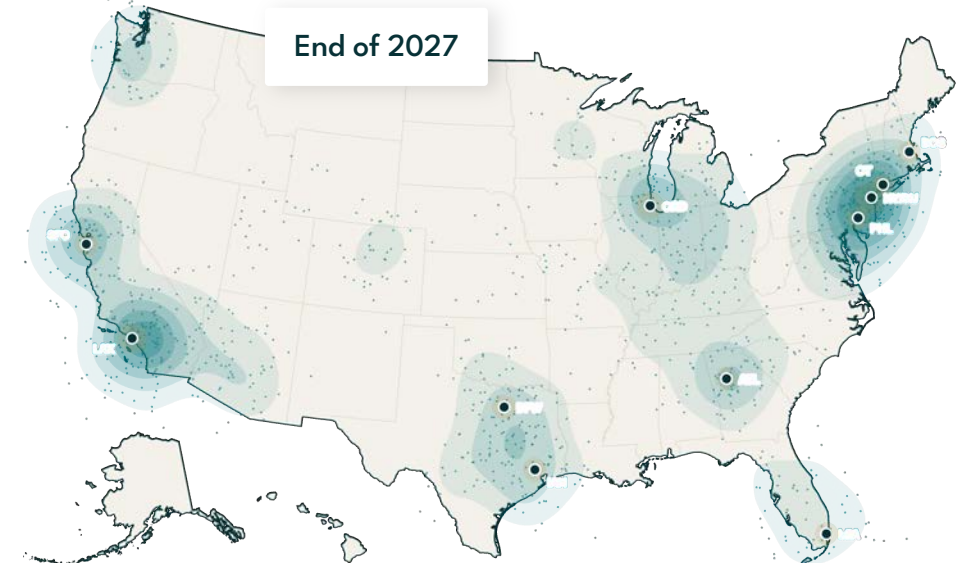
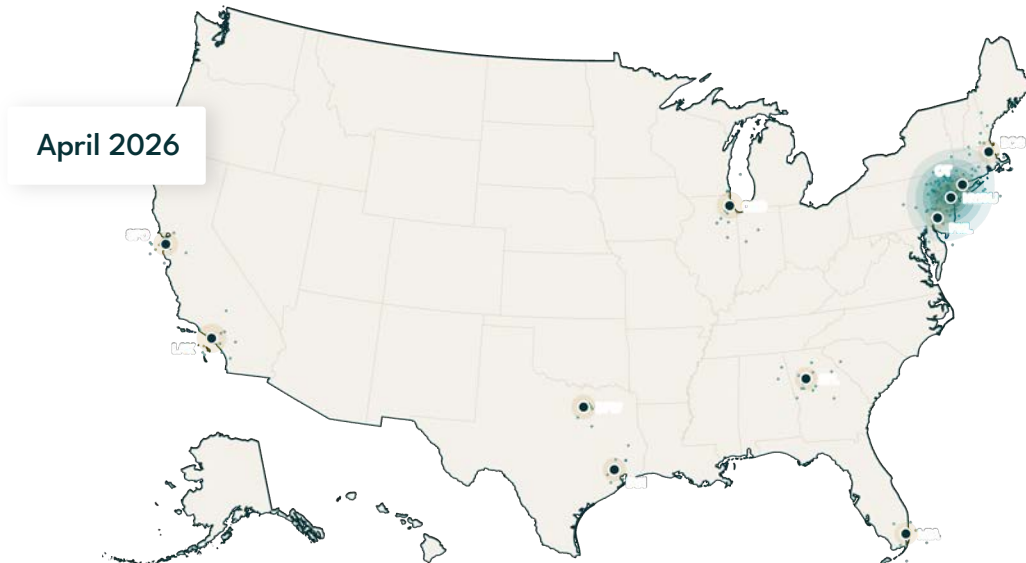


COVERAGE & CAPACITY

# Today's footprint. Tomorrow's network.

● Hub ● PUDO location ■ PUDO density

Hub markers show hub sortation centres between current state and end-of-2027 projection; the green wash and dots show PUDO density.



PUDO LOCATIONS 2,000  
HUBS ACTIVE 11  
NETWORK DENSITY INDEX 1.0x

PUDO LOCATIONS 50,000+  
HUBS ACTIVE 61+  
NETWORK DENSITY INDEX 30x





## COVERAGE &amp; CAPACITY

# A modest delta becomes tens of millions at marketplace volume.

Three savings tiers, four volume bands. Bottom-line impact, no creative accounting required.

Annual returns	Low savings (\$0.75)	Midpoint (\$1.00)	High savings (\$1.25)
1,000,000	\$750,000	\$1,000,000	\$1,250,000
5,000,000	\$3,750,000	\$5,000,000	\$6,250,000
10,000,000	\$7,500,000	\$10,000,000	\$12,500,000
25,000,000	\$18,750,000	\$25,000,000	\$31,250,000





NEXT STEP

The network is live.  
The roadmap is funded.  
The pricing is on the table.

What remains is a 60-minute working session to scope your integration path, validate volume assumptions, and align on a launch window.

TODAY

**2,000 locations**

END OF 2026

**12,000 locations**

END OF 2027

**60,000 locations**

PER RETURN SAVINGS

**\$0.75 to \$1.25**



An aerial photograph of the New York City skyline at sunset. The sky is a mix of orange, yellow, and blue. The city is densely packed with skyscrapers, with the Empire State Building being a prominent feature in the center. In the foreground, a highway with traffic curves along the edge of a body of water, likely the Hudson River. The overall scene is bathed in the warm, golden light of the setting sun.

CHANGING THE GAME

**DROPX**

THIS IS JUST THE BEGINNING.

[hello@drop-x.io](mailto:hello@drop-x.io) | [www.drop-x.io](http://www.drop-x.io)