

Ninja Van partners with ZigZag ahead of Singles' Day

The title of the biggest shopping day of the year doesn't belong to Cyber Monday, Boxing Day, or even Black Friday. In 2018, an astounding £34.45 billion was spent on Singles' Day, making the Chinese commercial event, popularised by Alibaba ten years ago, the retail industry's highest grossing day of the year ([McKinsey & Company](#)). The hype around 11/11 has now spread and the sales event is now popular across other countries in Southeast Asia.

Online sales during the 24 hours of Singles' Day amounted to over four times that of Black Friday last year, so not only does the day pose a logistical headache delivering orders, but a spike in returns will naturally follow.

In light of the spike in returns, tech-enabled express logistics company [Ninja Van](#) has partnered with returns specialist ZigZag GlobalNow shoppers of Ninja Van's retail partners can return their unwanted goods through ZigZag's hassle-free returns portal. This allows shoppers to select the most convenient carrier option from Ninja Van's extensive network of home delivery and drop-off points.

With 100% control over last mile operations through their self-owned operational assets in Southeast Asia, Ninja Van is an efficient end-to-end cross-border player that makes eCommerce shipping reliable for retailers of all sizes.

Operating primarily in Southeast Asia, Ninja Van will be utilising ZigZag's platform to consolidate, recycle, resell or donate goods locally, helping retailers cut costs and waste associated with returns.

Despite the huge sales volumes expected on Singles' Day and the subsequent strain on logistics resources, customers benefiting from Ninja Van's partnership with ZigZag can still rely on a smooth returns experience. ZigZag's award-winning platform will offer consumers faster refunds, and trackable journeys, whilst Ninja Van's retailers can expect an increase in customer satisfaction and loyalty.

Lucie Custance, Head of Logistics at ZigZag, commented:

"With Singles' Day just around the corner, it's important to consider the returns implications generated from such a high volume of sales in such a small time frame. We are proud to announce the partnership with Ninja Van, which will give retailers operating in Southeast Asia markets a solid carrier partner in time for Singles' Day returns. ZigZag is delighted to be able to continue growing our logistics network across Asia, allowing more big retailers to offer their customers a complete and user-friendly returns experience."

Pang Sing Yang, Vice President of Cross Border, Ninja Van, commented:

"Our partnership with ZigZag will help to boost our preparation for the post peak returns demand, bringing elevated convenience to our retail partners' shoppers." "

About ZigZag:

ZigZag Global is a software solution to help eCommerce retailers manage returns domestically and globally. The ZigZag platform connects major retailers to a global network of over 220 warehouses, over 200 carrier services, and 50 marketplaces in over 130 countries from a single integration.

ZigZag delivers the best technology and service to transform the returns experience globally to reduce the cost, waste, and friction associated with returns; boost customer loyalty, and make retailers more profitable and sustainable.

About Ninja Van:

Ninja Van is a tech-enabled express logistics company providing hassle-free delivery solutions for businesses of all sizes across Southeast Asia. Launched in 2014, Ninja Van started operations in Singapore and has become the region's fastest growing last-mile logistics company, powering businesses with innovative logistics solutions. Today, Ninja Van has grown its network to cover six countries: Singapore, Malaysia, Philippines, Indonesia, Thailand and Vietnam. For more information, visit <https://www.ninjavan.co>.