

How Zazzle Rapidly Expanded Its International Footprint Using ePost Global



Zazzle is an on-demand marketplace that connects consumers with artists' beautiful designs on the world's best products. With over 900K+ independent creators, Zazzle allows consumers to design and customize anything imaginable from t-shirts to mugs to skateboards and more!



ePost Global has done an outstanding job of helping us manage our outbound international parcel deliveries. They continually provide customized solutions, personal service, and expert account management to help grow Zazzle's eCommerce business

-Rick Silva, Supply Chain Director | [Zazzle.com](https://www.zazzle.com)



CHALLENGES

Zazzle connects with over 30 million consumers across the world and had approached ePost Global to help deliver to its consumers in Canada and the UK. Zazzle was concerned that challenges related to paying duties and taxes would disrupt the consumer experience in this new international market for the company. The company was only able to find delivery duty paid (DDP) Express services which were expensive and causing high shopping cart abandonment.

SOLUTION

Through a consultative process, ePost Global worked with Zazzle to identify a cost effective, delivery duties paid service to support the delivery footprint and consumer experience challenge. ePost Global tapped into its knowledge of regional VAT regulations and vast regional partner network to offer a service that met Zazzle's needs.

"ePost Global delivered an economical DDP enabled solution which was crucial for the expansion of Zazzle into Canada and the rest of the world" - Rick Silva

Along with their custom shipping solution, ePost Global simplified the process by offering end to end services including warehouse pick up, processing / sorting / consolidating and delivery to consumer's doorstep.

RESULTS

Zazzle has entrusted the ePost Global team as their global shipping solutions provider for the last 16 years. Zazzle has launched **over 17 unique domains** for key international markets.

"The Zazzle team was able to do this with confidence knowing we could successfully fulfill orders & meet customer expectations thanks to ePost Global."

- Rick Silva

WHY EPOST GLOBAL?

"They are an incredible team of people we know by name, who support our teams and our goals. They are **the best communicators and always stand behind their services.**" - Rick Silva