ToolGPA

NOVEMBER 2026

Redo

The Insider's Guide

Post-purchase platform for ecommerce brands with free returns



Every plan, grade, refund rule and rival among shipping software, read from Redo's own pages.

Made by Redo · checked Nov 13, 2026 · toolgpa.com

3.0
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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Redo's own pages, its app-store listings and our grades. Every fact in it is on Redo's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

3.0

GPA, above 76 of the 80 other shipping software we grade

Redo is an ecommerce post-purchase platform covering returns, claims, warranties, order tracking, email and SMS, checkout optimization, chargebacks and AI support. Its returns product is a portal with an AI exchange agent, and the site says return labels are covered when return coverage is included with the order.

To get you started, here are **9 things to know about Redo**, taken from its own pages and our grades.

> **Free return labels only apply when return coverage is included with the order, and the other products bill per use.**
>
> From our report card of Redo

1 **Best for free returns and claims for ecommerce brands**

Redo runs returns, claims and warranty portals for ecommerce brands, and the three portals are free.

2 **What it costs**

Paid plans start at Free returns and claims portals; other products priced per use.

3 **There is a free plan**

Returns, Claims and Warranties portals are free.

4 **It runs on Web**

Web.

5 **Returns portal**

Free return and exchange portal with an AI exchange agent that offers a swap before a refund.

6 **Returns warehouses**

Redo says it runs warehouses dedicated to returns that receive and grade items.

7 **Claims**

Portal for lost, damaged and stolen package claims.

8 **A 3.0 GPA, above 76 of 80**

That is against the other shipping software we grade, on value, the free plan, features, ease of use and platforms.

9 **Keep it**

To replace Redo you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

Redo at a glance

PRICING Free plan, from Free returns and claims portals; other products priced per use	FREE PLAN Yes
FREE TRIAL None stated	RUNS ON Web
MADE BY Redo	CATEGORY Shipping Software
OUR GRADE 3.0 GPA, very good	

The report card

Best for free returns and claims for ecommerce brands

Redo runs returns, claims and warranty portals for ecommerce brands, and the three portals are free. Free return labels only apply when return coverage is included with the order, and the other products bill per use. Most of the brands it names run Shopify, so other platforms are confirmed on a demo.

TOOLGPA REPORT CARD — **Redo** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	A	Returns, claims and warranty portals are $0, against a $6.60 line for the cheapest shipping tools. Other products bill per use, such as $0.08 per tracked order.
Free plan and trial	B	The portals are free, with no cap stated. But free labels only apply when return coverage is included, and other products charge per use.
Features	B	Returns portal, return warehouses, claims, order tracking and a wider post-purchase platform. The listing names no gap in the core job, though AI agents and email agents are custom-priced.
Ease of use	C	No store rating on record. You set up the portals and connect your store and marketing tools.
Platforms and integrations	B	Web platform with Shopify, Klaviyo, Attentive and Postscript. No desktop or phone app.

Grade point average — Very good, out of 4.0 **3.0**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Redo is for

- ✓ Fits if you run a Shopify brand and want a free returns portal
- ✓ Works for stores that also want order tracking billed per order

Who it is not for

- ✕ Watch out: free labels apply only when return coverage is included with the order
- ✕ Watch out: other products bill per use, such as $0.20 per support resolution and $0.99 per AI agent resolution
- ✕ Skip it if you are off Shopify: other platforms are confirmed only on a demo
- ✕ Watch out: several add-ons, including Returns AI Agents and Email AI Agents, have custom pricing

Good to know

Good for

- ✓ Shopify brands wanting a free returns portal
- ✓ Merchants consolidating post-purchase tools into one vendor

Worth knowing

- ⓘ Free labels apply only when return coverage is included with the order; returns without coverage may carry label or handling costs.
- ⓘ Other products bill per use: $0.20 per support resolution, $0.99 per AI agent resolution, $0.40 per order for checkout optimization.
- ⓘ Several add-ons (Returns AI Agents, Email AI Agents) have custom pricing.
- ⓘ Most of the 4,000+ brands the site cites run Shopify; other platforms are confirmed on a demo.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

4

plans to choose from

Redo has a free plan. Paid plans start at Free returns and claims portals; other products priced per use.

> **The portals are free, with no cap stated.**
>
> From our grade for free plan and trial

RETURNS

$0

Free return portal, real-time analytics, return-specific AI agents, and Redo covers the cost of return labels (subject to the coverage terms in the footnote).

CLAIMS

$0

Free self-serve portal for lost, damaged or stolen packages, with fraud detection and a revenue share option.

WARRANTIES

$0

Free claim portal and product registration form.

ORDER TRACKING

$0.08

per tracked order

Branded tracking page and 23 transactional triggers. Priced per order, not per month.

The free plan

Returns, Claims and Warranties portals are free.

Read from redo.com on Nov 13, 2026.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Post-purchase platform for ecommerce brands with free returns. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, reports, email campaigns, sMS marketing, chatbots.

> **Returns portal, return warehouses, claims, order tracking and a wider post-purchase platform.**
>
> From our grade for features

Returns portal

Free return and exchange portal with an AI exchange agent that offers a swap before a refund.

Returns warehouses

Redo says it runs warehouses dedicated to returns that receive and grade items.

Claims

Portal for lost, damaged and stolen package claims.

Order tracking

Tracking landing page on the merchant's own site, plus tracked return shipments.

Wider platform

Email and SMS, abandoned-cart recovery, AI support, checkout optimization and chargeback tools.

Where it runs

Web

What it works with

Shopify
Klaviyo
Attentive
Postscript

Redo is made by Redo.

PART 04 · STANDING

Where it stands

Its grades against its category, and whether to keep it or make your own

76/80

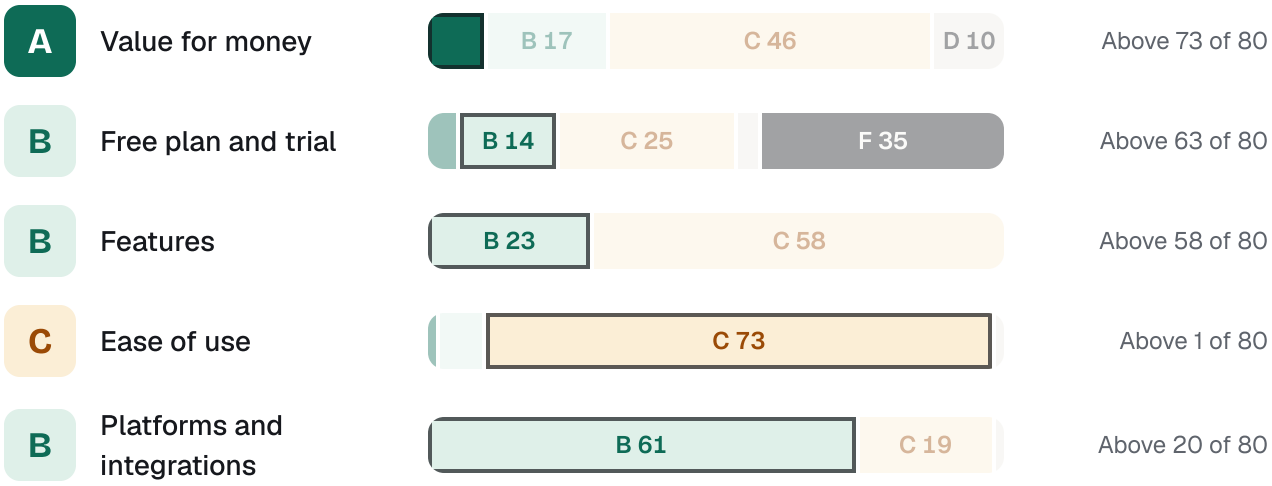
Other shipping software it is graded above

Redo's GPA of 3.0 is higher than 76 of the 80 other shipping software we grade, and level with 4.

It stands best on value for money (A, above 73 of 80) and worst on ease of use (C, above 1).

Each grade against the category

Every bar is all 81 shipping software we grade, cut by the letter each got. Redo's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Redo you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

It is one of the better ones too: its GPA of 3.0 is higher than 76 of the 80 other shipping software we grade.

What you could make

- Reports: an app builder makes this well.

What you could not

- Connections to other products, each kept working as those products change.
- Texts to thousands of numbers, registered with the carriers.
- Newsletters sent to thousands of people that still reach the inbox.
- A chatbot builder hooked into the messaging apps.
- AI features, unless you pay a model provider for each request yourself.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Redo's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Loop Returns, ReturnGO, AfterShip, Narvar and Return Prime

The 5 tools Redo is most often weighed against, with where each one differs from it.

1.4 GPA

Loop Returns

From $340/mo

Returns and exchanges software for Shopify brands.

- Redo has a free plan. Loop Returns does not.
- Redo also covers email campaigns, sMS marketing and chatbots.

Redo and Loop Returns compared in full

1.6 GPA

ReturnGO

From $147/mo

Returns, exchanges and warranty portal for online stores.

- Redo has a free plan. ReturnGO does not.
- Redo also covers email campaigns, sMS marketing and chatbots.

Redo and ReturnGO compared in full



2.2
GPA

AfterShip

Free plan · from $11/mo

Branded order tracking pages and delivery emails for online stores.

- Redo also covers workflow automation, email campaigns, sMS marketing and chatbots.
- AfterShip also covers dashboards.

Redo and AfterShip compared in full



1.8
GPA

Narvar

Paid

Post-purchase platform: tracking, returns and delivery dates.

- Redo has a free plan. Narvar does not.
- Redo also covers workflow automation, email campaigns, sMS marketing and chatbots.

Redo and Narvar compared in full



2.0
GPA

Return Prime

Free plan · from $19.99/mo

Returns and exchanges app for Shopify stores.

- Redo also covers reports, email campaigns, sMS marketing and chatbots.
- Return Prime also covers shipping labels.

Redo and Return Prime compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

11

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Redo free?

Redo has a free plan. Returns, Claims and Warranties portals are free.

How much does Redo cost?

Redo lists 4 plans. Returns: $0.

What platforms does Redo work on?

Redo is available on Web.

Does Redo have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Redo is listed for Web.

Does Redo have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Redo is listed for Web.

Is Redo open source?

Redo is not described as open source on its own site, as read on Nov 13, 2026.

What does Redo integrate with?

Redo's listing names Shopify, Klaviyo, Attentive and Postscript. A listing names up to eight integrations, so it may connect to more.

Who makes Redo?

Redo is made by a company of the same name.

What are the alternatives to Redo?

The closest alternatives to Redo in our directory are Loop Returns, ReturnGO, AfterShip, Narvar and Return Prime.

How does Redo compare with other shipping software?

Redo's GPA of 3.0 is higher than 76 of the 80 other shipping software we grade, and level with 4.

Could I make my own version of Redo?

To replace Redo you would be making connections to other products, each kept working as those products change.

Where this guide comes from

The prices, plans, platforms and features were read from Redo's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Redo's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Redo. Prices change, so check redo.com before you buy.

redo.com/pricing
redo.com/returns
redo.com

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Redo, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/redo

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Redo: The Insider's Guide", checked
Nov 13, 2026. https://toolgpa.com/tools/redo
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Know someone choosing between shipping software?

Send them this guide: toolgpa.com/tools/redo/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded shipping software after Redo, each with an Insider's Guide of its own.

Shipping Software Insider's Guide

Every one of the 81 shipping software we grade, compared

Packlink PRO Insider's Guide

Free multi-carrier shipping dashboard for online sellers

3.0 GPA

Parcel2Go Insider's Guide

UK parcel courier comparison and booking, paid per parcel

3.0 GPA

Pirate Ship Insider's Guide

Free web app for discounted USPS and UPS labels, with no monthly fee

3.0 GPA

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Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Redo's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Redo is a trademark of its owner, and this guide is not made, paid for or approved by Redo. Prices and plans change: check redo.com before you buy.