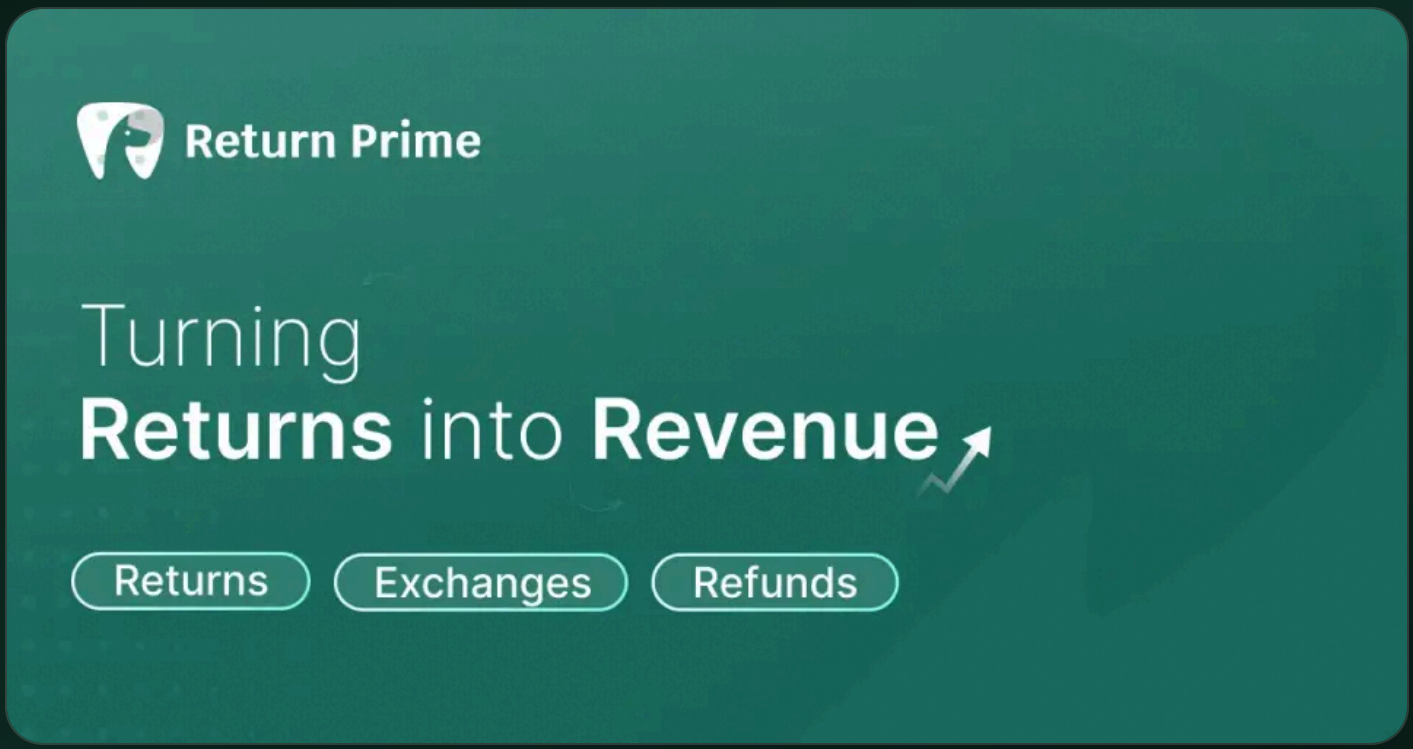
ToolGPA

NOVEMBER 2026

Return Prime

The Insider's Guide

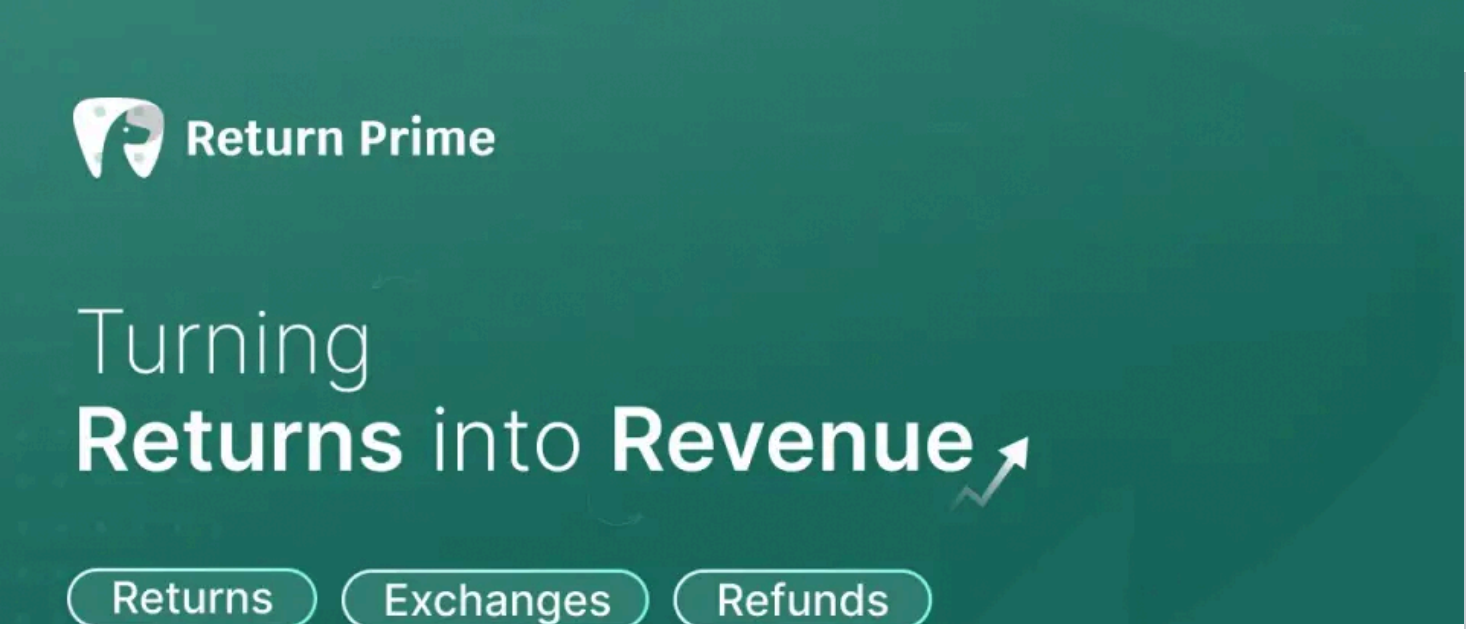
Returns and exchanges app for Shopify stores



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

Made by Return Prime · checked Nov 13, 2026 · toolgpa.com

2.0
GPA



Contents

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

02 What it costs
Every plan, the free plan, ways to pay less and how prices have moved

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

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

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

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

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

ToolGPA put this guide together from Return Prime's own pages, its app-store listings and our grades. Every fact in it is on Return Prime'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

2.0

GPA, above 31 of the 80 other shipping software we grade

Return Prime is a returns and exchange management app for Shopify. Shoppers use a self-serve portal for returns, exchanges and refunds. Higher plans add automation, upsells during a return and AI-driven exchange incentives.

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

> "
>
> **You set up policies and the portal inside Shopify.**
>
> From our grade for ease of use

1 **Best for returns and exchanges app for Shopify**

Return Prime is a Shopify app with a self-serve returns portal, exchanges, refund options and return labels.

2 **Paid plans start at $19.99 a month**

As its pricing page puts it: $19.99 per month for up to 60 requests.

3 **There is a free plan**

5 returns per month.

4 **It runs on Web**

Web.

5 **Self-serve returns portal**

Shoppers request returns and exchanges with configurable reasons, photo or video capture and return rules.

6 **Exchanges**

Same-variant exchanges on lower plans; other-product exchanges and Shop Now on paid tiers.

7 **Refund modes**

Gift card, discount code, store credit and bank transfer.

8 **A 2.0 GPA, above 31 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 Return Prime 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.

Return Prime at a glance

PRICING Free plan, from $19.99 per month for up to 60 requests	FREE PLAN Yes
FREE TRIAL None stated	RUNS ON Web
MADE BY Return Prime	CATEGORY Shipping Software
OUR GRADE 2.0 GPA, fair	

The report card

Best for returns and exchanges app for Shopify

Return Prime is a Shopify app with a self-serve returns portal, exchanges, refund options and return labels. The free plan covers 5 returns a month, and Grow is $19.99 a month for 60 requests. Price follows a volume slider, topping out near $100 a month, and extra requests cost $0.49 each.

TOOLGPA REPORT CARD

Return Prime

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	Grow is $19.99 a month for 60 requests, which is the middle for shipping tools. The slider goes to $49.99 for 180 and $99.99 for 450, with $0.49 for each extra request.
Free plan and trial	C	A free plan with 5 returns a month and the self-serve portal. You will hit the cap quickly.
Features	C	A returns portal, exchanges, refund modes, labels and AI exchange incentives. The AI features start on Thrive at $29.99, and the free plan covers little.
Ease of use	C	No store rating on record. You set up policies and the portal inside Shopify.
Platforms and integrations	C	Shopify only; the FAQ says other platforms are not yet supported. Web admin, no desktop or phone app.

Grade point average — Fair, out of 4.0 **2.0**

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 Return Prime is for

- ✓ Fits if you run a Shopify store and want a returns portal that starts free
- ✓ Works for a small shop with under 60 returns a month

Who it is not for

- ✕ Tight if you stay free: 5 return requests a month
- ✕ Not for you if you are off Shopify: other platforms are not supported yet
- ✕ Pricey if volume climbs: the slider reaches $100 a month and extra requests cost $0.49 each
- ✕ Watch out: AI exchange discounts and store credit incentives need Thrive AI at $29.99 and up
- ✕ Watch out: the FAQ mentions a free trial but gives no length

Good to know

Good for

- ✓ Small Shopify stores that want a free returns portal
- ✓ Merchants who want exchange incentives to cut refunds

Worth knowing

- ⓘ Runs on Shopify only; the FAQ says other platforms are not yet supported.
- ⓘ The monthly price is set by a request-volume slider and the page shows $100 per month at the top step.
- ⓘ The Free plan covers only 5 requests a month; extra requests are charged per request on paid plans.
- ⓘ The FAQ says a free trial is offered but gives no length.

PART 02 · PRICING

What it costs

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

$19.99

A month to start. There is a free plan too

Return Prime has a free plan. Paid plans start at $19.99 per month for up to 60 requests.

FREE

$0

5 return requests per month with a self-serve return and exchange portal.

GROW

$19.99

per month for up to 60 requests

A slider sets volume: $49.99 for 180 requests and $99.99 for 450 requests a month. Extra requests are $0.49 each.

THRIVE AI

$29.99

per month for up to 60 requests

Adds AI exchange discounts and store credit incentives. Slider steps: $79.99 for 180 requests and $159.99 for 450. Extra requests are $0.79 each.

SCALE

Custom

For 450+ requests a month, with custom integrations, a dedicated account manager and performance reviews. Quote only.

The free plan

5 returns per month.

Read from returnprime.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

Returns and exchanges app for Shopify stores. Here is what it does, as its own site describes it, and what it covers: public API, AI features, workflow automation, shipping labels.

> "
>
> **A returns portal, exchanges, refund modes, labels and AI exchange incentives.**

From our grade for features

Self-serve returns portal

Shoppers request returns and exchanges with configurable reasons, photo or video capture and return rules.

Exchanges

Same-variant exchanges on lower plans; other-product exchanges and Shop Now on paid tiers.

Refund modes

Gift card, discount code, store credit and bank transfer.

Return labels

Print or QR labels, with logistics integrations on paid plans.

Wonder features

Revenue Booster upsells, automations, Smart Exchange and Promotions that steer refunds toward credit.

AI incentives

Thrive AI adds AI exchange discounts and store credit incentives.

Where it runs

Web

What it works with

Shopify

Return Prime is made by Return Prime.

Where it stands

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

31/80

Other shipping software it is graded above

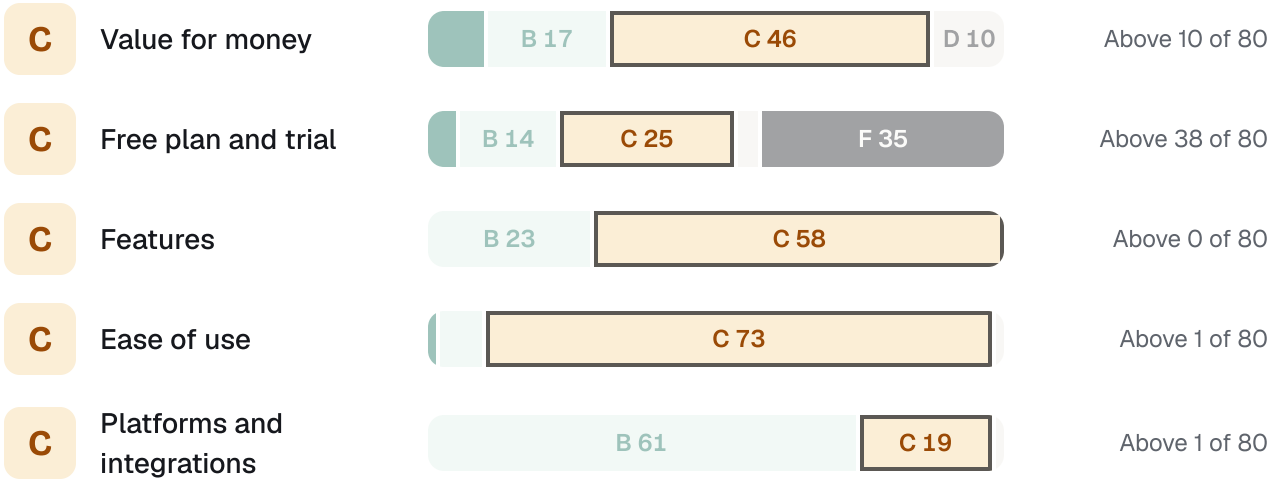
Return Prime's GPA of 2.0 is higher than 31 of the 80 other shipping software we grade, and level with 10.

Its paid plans start at $19.99 a month, against a middle price of $19.99 for the category: 16 of the 35 others that charge start lower.

On features, ease of use and platforms it scores 2.0 out of 4. 21 tools score higher and cost less.

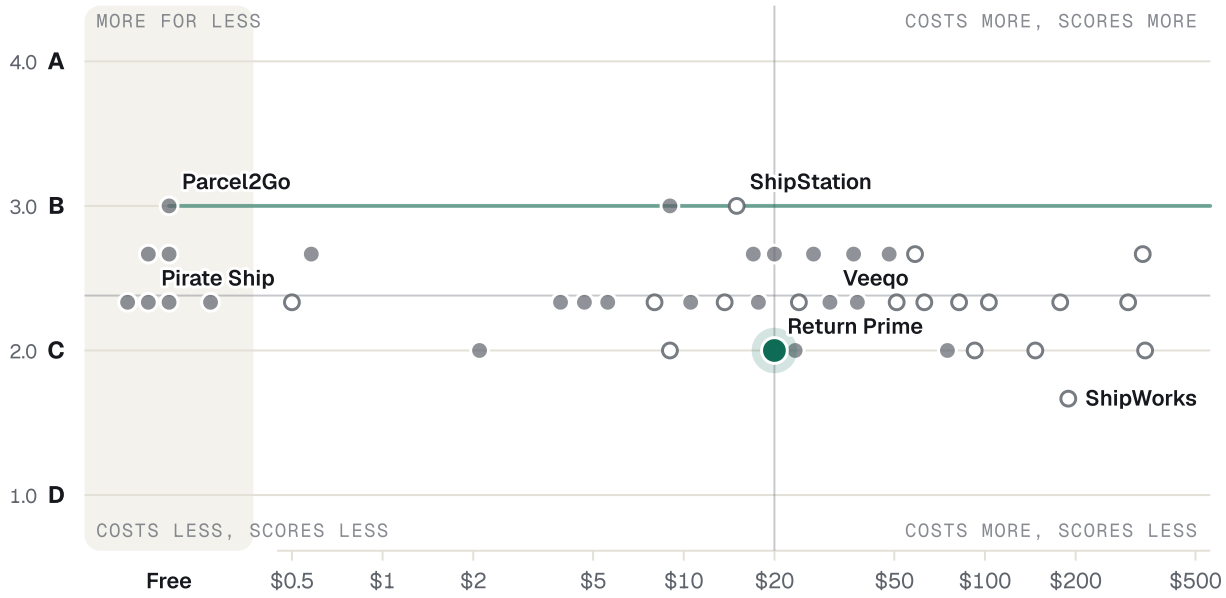
Each grade against the category

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



Price against what you get

Each dot is one of 43 shipping software. Further left costs less; higher up scores better on features, ease of use and platforms. Return Prime is the marked dot.



What paid plans start at, a month (each step along is roughly double)

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 Return Prime 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 costs $239.88 a year.

What you could not

- ✕ Connections to other products, each kept working as those products change.
- ✕ Discounted carrier rates and labels, which take an agreement with each carrier.

- ✕ AI features, unless you pay a model provider for each request yourself.

What this rests on. Return Prime'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, ReturnLogic, Redo and Narvar

The 5 tools Return Prime 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.

- Return Prime has a free plan. Loop Returns does not.
- Return Prime also covers shipping labels.
- Loop Returns also covers reports.

Return Prime and Loop Returns compared in full

1.6 GPA

ReturnGO

From $147/mo

Returns, exchanges and warranty portal for online stores.

- Return Prime has a free plan. ReturnGO does not.
- Return Prime also covers shipping labels.
- ReturnGO also covers reports.

Return Prime and ReturnGO compared in full

1.6
GPA

ReturnLogic

From $0.25

Returns management for Shopify and BigCommerce stores.

- Return Prime has a free plan. ReturnLogic does not.
- ReturnLogic also covers reports.

Return Prime and ReturnLogic compared in full

3.0
GPA

Redo

Free plan

Post-purchase platform for ecommerce brands with free returns.

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

Return Prime and Redo compared in full

1.8
GPA

Narvar

Paid

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

- Return Prime has a free plan. Narvar does not.
- Return Prime also covers workflow automation and shipping labels.
- Narvar also covers reports.

Return Prime and Narvar compared in full

PART 06 · QUESTIONS

Quick answers

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

13

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 Return Prime free?

Return Prime has a free plan. 5 returns per month.

How much does Return Prime cost?

Return Prime lists 4 plans. Free: $0.

What platforms does Return Prime work on?

Return Prime is available on Web.

Does Return Prime have an Android app?

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

Does Return Prime have an iPhone app?

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

Is Return Prime open source?

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

Does Return Prime have an API?

Yes. Return Prime offers a public API, according to its own site.

What does Return Prime integrate with?

Return Prime's listing names Shopify. A listing names up to eight integrations, so it may connect to more.

Who makes Return Prime?

Return Prime is made by a company of the same name.

What are the alternatives to Return Prime?

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

How does Return Prime compare with other shipping software?

Return Prime's GPA of 2.0 is higher than 31 of the 80 other shipping software we grade, and level with 10.

Is Return Prime good value for money?

ToolGPA grades Return Prime C for value for money. On features, ease of use and platforms it scores 2.0 out of 4.

Could I make my own version of Return Prime?

To replace Return Prime 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 Return Prime'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 Return Prime'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 Return Prime. Prices change, so check returnprime.com before you buy.

returnprime.com/pricing

returnprime.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

Return Prime, kept up to date

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

toolgpa.com/tools/return-prime

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:

```
ToolGPA, "Return Prime: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/return-prime
```

Know someone choosing between shipping software?

Send them this guide:
toolgpa.com/tools/return-prime/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded shipping software after Return Prime, 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

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Return Prime'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. Return Prime is a trademark of its owner, and this guide is not made, paid for or approved by Return Prime. Prices and plans change: check returnprime.com before you buy.