ToolGPA

NOVEMBER 2026

ZigZag Global

The Insider's Guide

Returns, delivery tracking and carrier network for retailers



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

Made by ZigZag Global Ltd · 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 ZigZag Global's own pages, its app-store listings and our grades. Every fact in it is on ZigZag Global'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

ZigZag Global offers a returns portal, delivery notifications and a connected carrier network. Features listed include paid returns, live exchanges, return to store, refund to store credit, WhatsApp returns, tracking pages and reporting. A Shopify app has published monthly tiers; enterprise retailers go through sales.

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

> "
>
> **Carriage is charged on top, and international returns start on Silver.**
>
> From our report card of ZigZag Global

1 **Best for returns and delivery tracking for retailers**

ZigZag runs returns, delivery notifications and a carrier network for retailers, with a Shopify app.

2 **Paid plans start at $20 a month**

As its pricing page puts it: $20 per month for 100 returns (Silver); the Free tier is UK domestic only.

3 **There is a free plan**

Free Shopify app tier for UK-based retailers: UK domestic returns, automated labels and return insights, pay-as-you-go carriage.

4 **It runs on Web**

Web.

5 **Returns portal**

Branded portal with paid returns, live exchanges, return to store and refund to store credit.

6 **Returns in WhatsApp**

The return journey can run inside WhatsApp.

7 **Delivery notifications**

Email, SMS and WhatsApp notifications and a custom tracking page.

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 ZigZag Global 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.

ZigZag Global at a glance

PRICING
Free plan, from $20 per month for 100 returns (Silver); the Free tier is UK domestic only

FREE PLAN
Yes

FREE TRIAL
14-day free trial on the Silver, Gold and Platinum tiers

RUNS ON
Web

MADE BY
ZigZag Global Ltd

CATEGORY
Shipping Software

OUR GRADE
2.0 GPA, fair

The report card

Best for returns and delivery tracking for retailers

ZigZag runs returns, delivery notifications and a carrier network for retailers, with a Shopify app. The free tier is for UK-based retailers handling UK domestic returns, and Silver is $20 a month for 100 returns. Carriage is charged on top, and international returns start on Silver.

TOOLGPA REPORT CARD

ZigZag Global

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	Silver is $20 a month for 100 returns, the middle for shipping tools. Gold is $50 for 300 and Platinum $199, with carriage charged on top.
Free plan and trial	C	A free tier for UK-based retailers: UK domestic returns, labels and insights, with pay-as-you-go carriage. There is also a 14-day trial on paid tiers.
Features	C	A returns portal, WhatsApp returns, delivery notifications, a carrier network and reporting. International returns, automated refunds and exchanges sit on dearer tiers.
Ease of use	C	No store rating on record. You set up the portal and returns rules inside Shopify.
Platforms and integrations	C	Shopify only, with a web portal. 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 ZigZag Global is for

- ✓ Fits if you are a UK retailer on Shopify that wants a free returns tier
- ✓ Works for a small shop with under 100 returns a month

Who it is not for

- ✕ Not for you if you sell outside the UK on Free: it is UK domestic only
- ✕ Watch out: carrier charges apply on top and returns beyond the allowance are pay as you go
- ✕ Watch out: Platinum lists 500 returns on its card but 1,000 in the comparison table
- ✕ Watch out: automated returns and refunds start on Gold at $50
- ✕ Skip it if you are off Shopify: only a Shopify app is listed

Good to know

Good for

- ✓ UK and European retailers handling cross-border returns
- ✓ Shopify stores wanting tiered monthly pricing

Worth knowing

- ⓘ The Free tier is labeled UK only.
- ⓘ Carrier charges apply on top of the monthly fee, and returns beyond the included amount are pay-as-you-go.
- ⓘ The Platinum plan lists 500 returns on its card but 1,000 in the comparison table.
- ⓘ Enterprise retailers book a demo; no enterprise prices are published.

PART 02 · PRICING

What it costs

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

$20

A month to start. There is a free plan too

ZigZag Global has a free plan. Paid plans start at $20 per month for 100 returns (Silver); the Free tier is UK domestic only.

> **A free tier for UK-based retailers: UK domestic returns, labels and insights, with pay-as-you-go carriage.**
>
> From our grade for free plan and trial

FREE

$0

per month, billed monthly

For new and small UK-based retailers: UK domestic returns, automated labels, tracking and insights, with pay-as-you-go ZigZag carriage.

SILVER

$20

per month, billed monthly, for up to 100 returns

Adds international returns back to the UK, a branded portal, unlimited return reasons and gift cards. Extra returns are pay-as-you-go.

GOLD

$50

per month, billed monthly, for up to 300 returns

Adds automated returns and refunds, configurable exchanges and a holiday return window. Extra returns are pay-as-you-go.

PLATINUM

$199

per month, billed monthly, for up to 500 returns

Adds Shop Now exchanges, browse-and-exchange and Stripe payment on higher-value exchanges. The comparison table says 1,000 included returns; the plan card says 500.

The free plan

Free Shopify app tier for UK-based retailers: UK domestic returns, automated labels and return insights, pay-as-you-go carriage.

Trying it first

14-day free trial on the Silver, Gold and Platinum tiers

Read from zigzag.global 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, delivery tracking and carrier network for retailers. Here is what it does, as its own site describes it, and what it covers: workflow automation, reports, whatsApp messaging, shipping labels.

> **A returns portal, WhatsApp returns, delivery notifications, a carrier network and reporting.**
>
> From our grade for features

Returns portal

Branded portal with paid returns, live exchanges, return to store and refund to store credit.

Returns in WhatsApp

The return journey can run inside WhatsApp.

Delivery notifications

Email, SMS and WhatsApp notifications and a custom tracking page.

Carrier network

Carrier directory, carrier rates and carrier claims support.

Reporting hub

Business insights across returns and delivery.

Where it runs

Web

What it works with

Shopify

ZigZag Global is made by ZigZag Global Ltd.

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

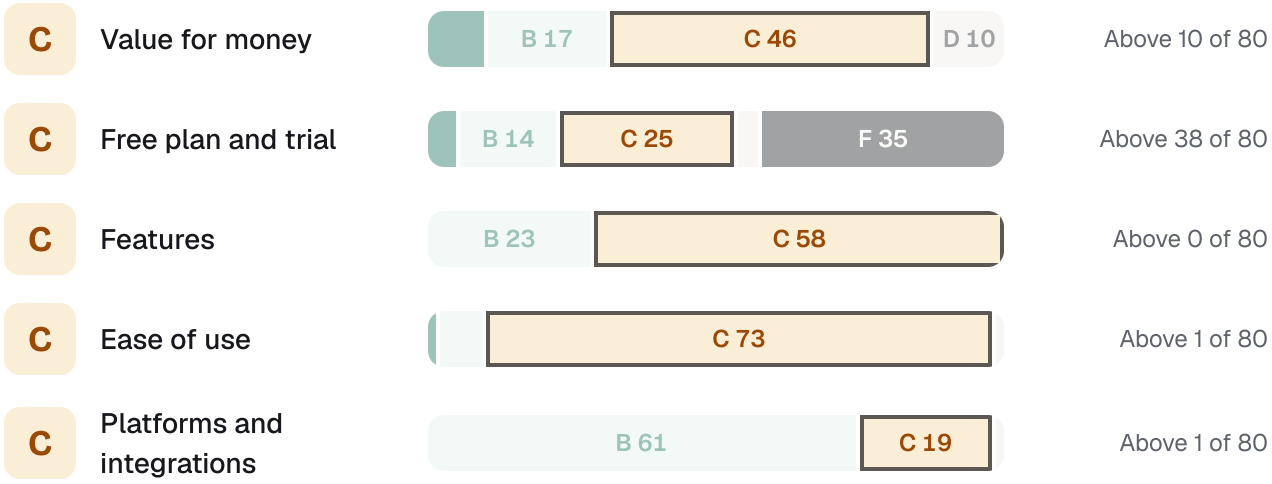
ZigZag Global's GPA of 2.0 is higher than 31 of the 80 other shipping software we grade, and level with 10.

Its paid plans start at $20 a month, against a middle price of $19.99 for the category: 18 of the 35 others that charge start lower.

On features, ease of use and platforms it scores 2.0 out of 4. 22 tools score higher and cost less.

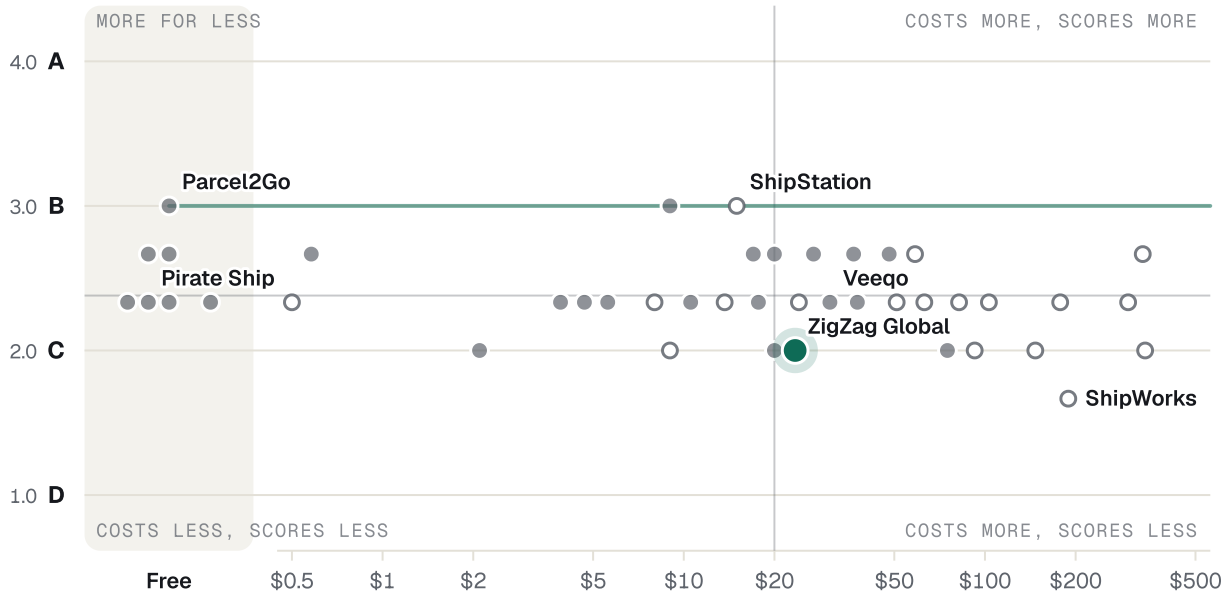
Each grade against the category

Every bar is all 81 shipping software we grade, cut by the letter each got. ZigZag Global'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. ZigZag Global 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 ZigZag Global 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 $240 a year.

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.

- Discounted carrier rates and labels, which take an agreement with each carrier.
- The WhatsApp Business API, which Meta opens only through approved partners.

What this rests on. ZigZag Global'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, Narvar, parcelLab and ReBound Returns

The 5 tools ZigZag Global 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.

- ZigZag Global has a free plan. Loop Returns does not.
- ZigZag Global also covers whatsApp messaging and shipping labels.

ZigZag Global and Loop Returns compared in full

1.6 GPA

ReturnGO

From $147/mo

Returns, exchanges and warranty portal for online stores.

- ZigZag Global has a free plan. ReturnGO does not.
- ZigZag Global also covers whatsApp messaging and shipping labels.

ZigZag Global and ReturnGO compared in full

1.8 GPA

Narvar

Paid

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

- ZigZag Global has a free plan. Narvar does not.
- ZigZag Global also covers workflow automation, whatsApp messaging and shipping labels.

ZigZag Global and Narvar compared in full

1.8 GPA

parcelLab

Paid

Post-purchase tracking, messages and returns for retailers.

- ZigZag Global has a free plan. parcelLab does not.
- ZigZag Global also covers workflow automation, whatsApp messaging and shipping labels.

ZigZag Global and parcelLab compared in full

1.8 GPA

ReBound Returns

Paid

Returns management and logistics for large and scaling brands.

- ZigZag Global has a free plan. ReBound Returns does not.
- ZigZag Global also covers whatsApp messaging.

ZigZag Global and ReBound Returns 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 ZigZag Global free?

ZigZag Global has a free plan. Free Shopify app tier for UK-based retailers: UK domestic returns, automated labels and return insights, pay-as-you-go carriage.

How much does ZigZag Global cost?

ZigZag Global lists 4 plans. Free: $0 per month, billed monthly.

What platforms does ZigZag Global work on?

ZigZag Global is available on Web.

Does ZigZag Global have an Android app?

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

Does ZigZag Global have an iPhone app?

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

Is ZigZag Global open source?

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

What does ZigZag Global integrate with?

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

Does ZigZag Global have a free trial?

Yes. 14-day free trial on the Silver, Gold and Platinum tiers.

Who makes ZigZag Global?

ZigZag Global is made by ZigZag Global Ltd.

What are the alternatives to ZigZag Global?

The closest alternatives to ZigZag Global in our directory are Loop Returns, ReturnGO, Narvar, parcelLab and ReBound Returns.

How does ZigZag Global compare with other shipping software?

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

Is ZigZag Global good value for money?

ToolGPA grades ZigZag Global 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 ZigZag Global?

To replace ZigZag Global 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 ZigZag Global'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 ZigZag'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 ZigZag Global Ltd. Prices change, so check zigzag.global before you buy.

zigzag.global/shopify-pricing

zigzag.global/

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

ZigZag Global, kept up to date

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

toolgpa.com/tools/zigzag-global

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, "ZigZag Global: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/zigzag-global
```

Know someone choosing between shipping software?

Send them this guide:
toolgpa.com/tools/zigzag-global/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded shipping software after ZigZag Global, 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 ZigZag Global'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. ZigZag Global is a trademark of its owner, and this guide is not made, paid for or approved by ZigZag Global Ltd. Prices and plans change: check zigzag.global before you buy.