

The Reverse Logistics Canvas

Designed for:

Designed by:

Date:

Version:

PRODUCT RETURN TRIGGERS <i>When and why do products return to the company or ecosystem?</i> ☐ End of lease contracts ☐ Customer take-back requests ☐ Office relocation or renovation ☐ Product replacement cycles ☐ Buy-back ☐ Damage or warranty claims	COLLECTION CHANNELS <i>How do products physically return to the reverse logistics system?</i> ☐ Direct pickup from customers ☐ Collection points or depots ☐ Retailer take-back services ☐ Facility manager collection programmes ☐ Logistics partners handling return flows	TRANSPORTATION & CONSOLIDATION <i>How are reverse flows transported efficiently and consolidated?</i> ☐ Direct transport to refurbishment centres ☐ Consolidation hubs for volume optimisation ☐ Regional sorting facilities ☐ Integration with existing forward logistics routes
INSPECTION & SORTING <i>How are products assessed and directed to the most valuable recovery pathway?</i> ☐ Direct reuse (minimal intervention) ☐ Refurbishment or repair required ☐ Remanufacturing potential ☐ Spare parts harvesting ☐ Recycling or material recovery	RECOVERY PATHWAYS <i>What recovery strategies maximise economic and environmental value?</i> ☐ Reuse: reselling products in secondary markets ☐ Refurbishment: restoring products for extended use ☐ Remanufacturing: rebuilding products with new components ☐ Component reuse: salvaging functional parts ☐ Recycling: recovering materials such as wood, metal, or plastics	OPERATIONAL INFRASTRUCTURE <i>What infrastructure is required to process returned furniture?</i> ☐ Refurbishment workshops ☐ Sorting centres ☐ Spare parts inventory systems ☐ Recycling partnerships ☐ Digital tracking systems for product lifecycle monitoring
ECOSYSTEM PARTNERS <i>Which ecosystem partners enable efficient value recovery?</i> ☐ Logistics providers ☐ Refurbishment companies ☐ Second-hand retailers ☐ Recyclers and material processors ☐ Digital tracking platform providers ☐ Facility managers and leasing partners	ECONOMIC MODEL <i>How does the reverse logistics system remain economically viable?</i> ☐ Resale of refurbished furniture ☐ Leasing renewal ☐ Spare parts sales ☐ Material recycling revenues	DATA & TRACEABILITY <i>What product data supports efficient reverse logistics operations?</i> ☐ Digital Product Passport data ☐ product composition and materials ☐ repair instructions ☐ ownership history ☐ refurbishment history ☐ recyclability information

