



JB Tools Drives Growth through Returns Transformation Amazon Grade and Resell program helps leading power tools brand transform returns into revenue – recovering over \$500K

[JB Tools](#), a leading American power tools business offering automotive, industrial, and home and garden products at competitive prices, has been a trusted seller on Amazon since 2009. Despite competing with larger tool distributors and private equity-backed companies, JB Tools has carved out a loyal customer base by offering exceptional service and affordability.

But behind the scenes, the company was struggling with a growing operational challenge: **managing product returns.**

The Challenge: Self-Processing Returns In-House Became Unsustainable

As JB Tools expanded, so did their return volume. With hundreds of suppliers, each with unique return terms and conditions - the return process became increasingly complex and unsustainable.

Often, JB Tools could not send back returned items to suppliers due to policy restrictions or item condition. In such cases, JB Tools would inspect, grade, and relist the products themselves on other online platforms including Amazon - sometimes for just pennies, simply to clear warehouse space. This was inefficient and time-consuming. Every item had to be manually evaluated, listed, and priced based on its unique condition.

The situation reached a tipping point during the COVID-19 pandemic and into 2021-2022, when return volume surged. JB Tools was short on staff, tight on warehouse space, and overwhelmed by the complexity of inspecting, grading, and relisting returns.

“One, we needed more space. Two, we needed more people in more advanced warehouse positions to inspect the returns. There's a lot more judgment involved. You have got to watch for different things. Like the return policies of the suppliers? What are the conditions regarding the return items and their quality? Nobody[suppliers] likes to take returns. So, it's just a difficult position to train people in.”



The Breakthrough: Grade and Resell

The turning point came unexpectedly through an email: Amazon's Grade and Resell Program. JB Tools had questions and needed clarity on several points:

- Would the items be accurately graded?
- What about fraud?

But after understanding the Amazon inspection process - the team saw potential.

The Decision to Enroll

Once enrolled, the impact was immediate.

- Returns no longer passed through JB Tools' warehouse.
- No need to train staff to inspect or grade items.
- No new listings to create manually.
- Recovered value without the operational burden.

“Managing the returns at the warehouse is the toughest part for us, and this [Grade and Resell] is such a big help and we've been satisfied with the program.”

- Jason Petta, Owner of JB Tools

Results: Better Recovery, Less Overhead

With Grade and Resell, JB Tools were able to:

- Avoid unnecessary return shipments.
- Eliminate inconsistent internal grading.
- Gain expert, authoritative grading through Amazon.
- Recover approximately 79% of the value from returned inventory by selling it as Used.
- Maintain control over pricing for used items, setting their own competitive rates.

“There's just so much judgment that one person will look at an item and say, okay, this retails new for \$100, now I think it's worth \$50 and someone else would say, I think it's worth \$80. There's so much inconsistency because really, they're not experts at looking at an item and judging the value of it. Whereas, Amazon, is very consistent.”

Quantified Success: 79% Value Recovered on customer returns

Returns are assessed for Grade and Resell eligibility. These items were then assigned a Used condition (Used - Like New, Used - Very Good, Used - Good, Used - Acceptable), enabling JB Tools to recover significant value: **7,137 Grade and Resell FBA units sold.**



- \$545,640 in net recovered value from those units
- Approx. 79% net recovery rate on units sold
- Zero overhead or rehandling required

“I would absolutely recommend it, because it’s been good. The items don’t come back to you. In many cases, we’re selling tools and getting 70-80% of the original value from the returns. It’s a consistent experience. You avoid handling returns, and that alone makes it worth it.”

- Jason Petta, Owner of JB Tools

Final Thoughts: A Hands-Free Win

Grade and Resell helped JB Tools transform returns from a cost center to a recovery stream. With over 7,000 units sold and more than half a million dollars recovered at nearly 79% value, the program has become an essential part of JB Tools’ operations.

- Eliminated the need for warehouse space for returns
- Avoided staff training and manual grading
- Achieved consistent, expert-led evaluations

About Grade and Resell:

[FBA Grade and Resell](#) allows sellers to recover value from customer returns that cannot be sold as new. Items are graded by Amazon and relisted as “Used” with four different conditions: “Used -Like New”, “Used- Very Good”, “Used -Good”, “Used - Acceptable” under the seller’s account. With automated relisting, seller-controlled pricing, and expert evaluation, sellers can earn back significant value - without ever touching the item again.

Conclusion:

For JB Tools, Amazon’s Grade and Resell program wasn’t just a solution - it was a gamechanger. It eliminated a major operational bottleneck, brought consistency to the grading process, and helped them stay competitive in a fast-paced ecommerce environment. Grade and Resell turned a stressful returns process into a streamlined revenue recovery opportunity.