



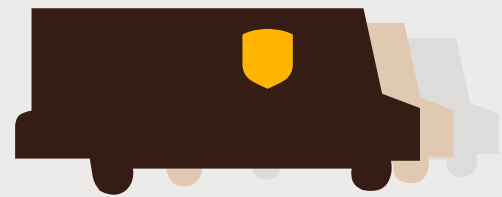
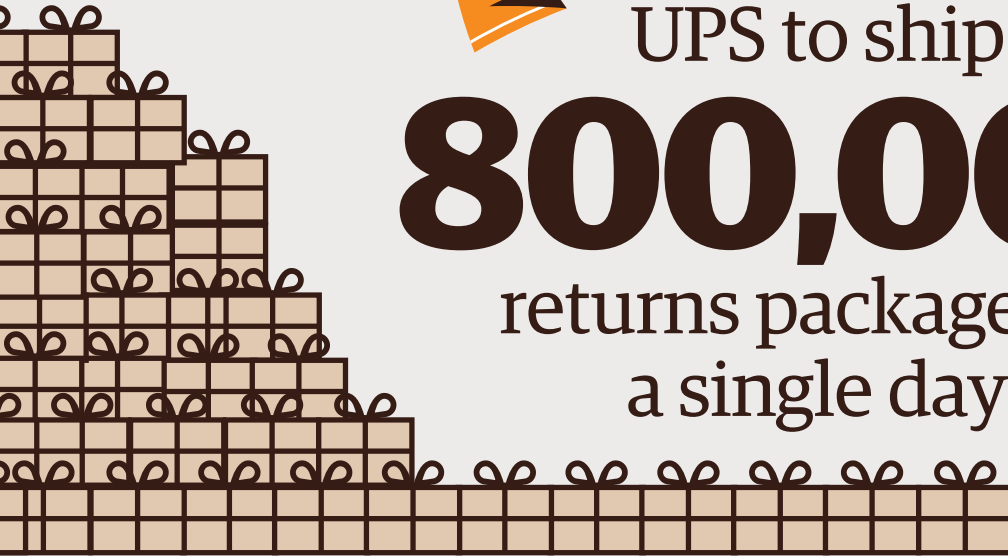
National Returns Day

JANUARY 6, 2015

UPS to ship

800,000

returns packages in a single day*



1st week of January

UPS expects to ship **4 Million** returns packages*

ONLINE SHOPPERS



Only 58% are satisfied with ease of making returns/exchanges**



66% review a retailer's returns policy **before** making a purchase**



In 2014, **62%** of consumers have returned an online purchase**

Preferred Method of Online Returns:**

Ship it back **56%**

Return to store **44%**

Top 3

elements of best returns experience:**

1



68% Free return shipping

2



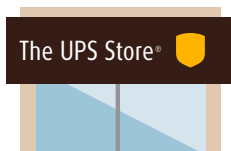
58% Hassle-free return policy

3



52% Return label included in box

UPS Returns Locations



More than **4,400 locations** in the U.S. within 10 miles of 80% of the U.S. population



Currently in **New York & Chicago**

Open late & on weekends

Roughly **10 minutes** from home

UPS Drop Box



38,000 in the U.S.

*Data represents UPS U.S. Domestic returns **2014 UPS Pulse of the Online Shopper study

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