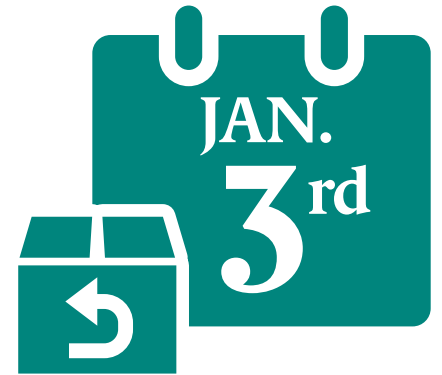




National Returns Day

Wednesday, January 3, 2018

Black Friday and Cyber Monday's record-breaking sales jumpstarted the holiday returns season, with a bigger flood of returns going back to retailers. Here are some fast facts about what to expect and tips for a hassle free returns experience.



1 million

Number of return packages expected **each day** leading up to Christmas



1.4 million

Number of return packages shipped back to retailers on **National Returns Day**

75%

Percentage of consumers that have **shipped returns back** to retailers



65%

Percentage of consumers that are satisfied with the ability to **process a return/exchange online**

79% **FREE**

Percentage of consumers that rate **free returns shipping** important when selecting a retailer

Items Expected To Be Returned This Holiday Season*



Tips for a Hassle-Free Returns Experience



Save your packaging:

Don't wildly open the box. Take time to keep the original packaging intact. Don't destroy the materials until you're sure you're keeping it.



Check return policy:

If you decide to return, check the seller's website for specific instructions on how the policy works. Follow the directions.



Pack well:

Try to pack the package as close to how it arrived as possible. Don't throw unprotected glass into a cardboard box, for example.



Include order information:

Be sure that your order number and other information is included. Don't send an empty box or forget your label!



Return quickly:

The faster you return, the faster it will be received and your money refunded. UPS has 27,500 global Access Point locations where many packages can be conveniently dropped off.

* Data represents UPS U.S. Domestic retail returns ** 2017 UPS Pulse of the Online Shopper™ study

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