

National Returns Day



1.3 Million

returns packages shipped back to retailers **in a single day***

5.8 Million

returns packages shipped back to retailers the **first full week of January***



44% of consumers have returned an online purchase in 2016**



45% of online shoppers made an additional purchase when processing a return on a website



2016 65%
2015 62%
More consumers are satisfied with the ability to process a return/exchange online**



60% Free returns shipping



51% Hassle-free return policy



44% Easy-to-print return label



UPS RETURNS LOCATIONS

55% prefer dropping their returns off at carrier locations

UPS Access Point™ network

- Convenient neighborhood retailers like delis and grocery stores
- 8,000+ locations in the U.S.



The UPS Store®

- 4,500+ locations in the U.S.
- Pack & Ship Guarantee

Other Locations

- Staples stores
- Authorized Shipping Outlets
- UPS Customer Centers

UPS Drop Box

- 38,000+ in the U.S.



...and returns can be given directly to a **UPS driver!**

* Data represents UPS U.S. Domestic retail returns ** 2016 UPS Pulse of the Online Shopper™ study