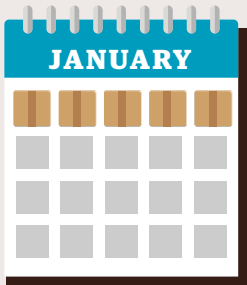


# National Returns Day



# 1,000,000

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



## 5 MILLION

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

45% of consumers have returned an online purchase in 2015



Percentage that review a retailer's return policy before making a purchase



More consumers are satisfied with ease of making returns/exchanges in store



## WHAT ONLINE SHOPPERS WANT\*\*

66% free returns shipping



58% hassle-free return policy



47% easy-to-print return label



## UPS RETURN LOCATIONS



### UPS Access Point™ Network

- 8,000 locations in the U.S.
- Open late and on weekends
- Packages must be ready to ship



### The UPS Store®

- 4,800 locations in the U.S. within 10 miles of 84% of the U.S. population



### UPS Drop Box

- 38,000 in the U.S.

\* Data represents UPS U.S. Domestic retail returns \*\* 2015 UPS Pulse of the Online Shopper™ study