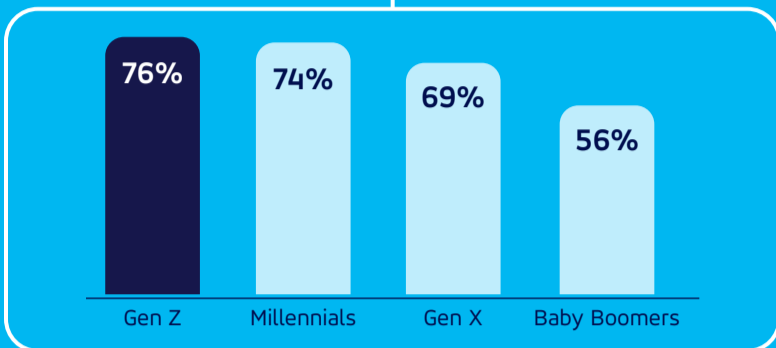


Consumer Retail Returns Survey

Returns Policies Are Directly Impacting U.S. Consumer Purchasing Behavior

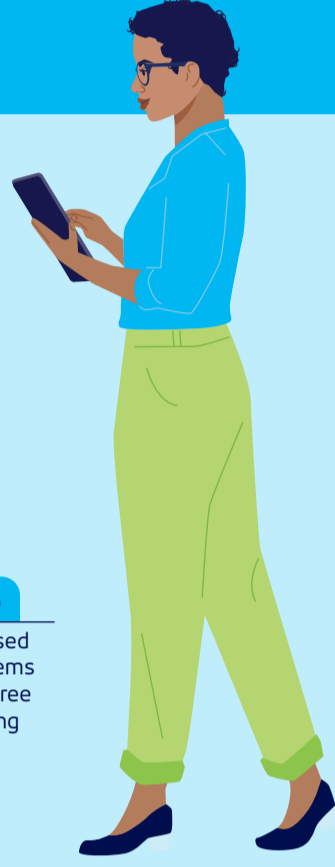
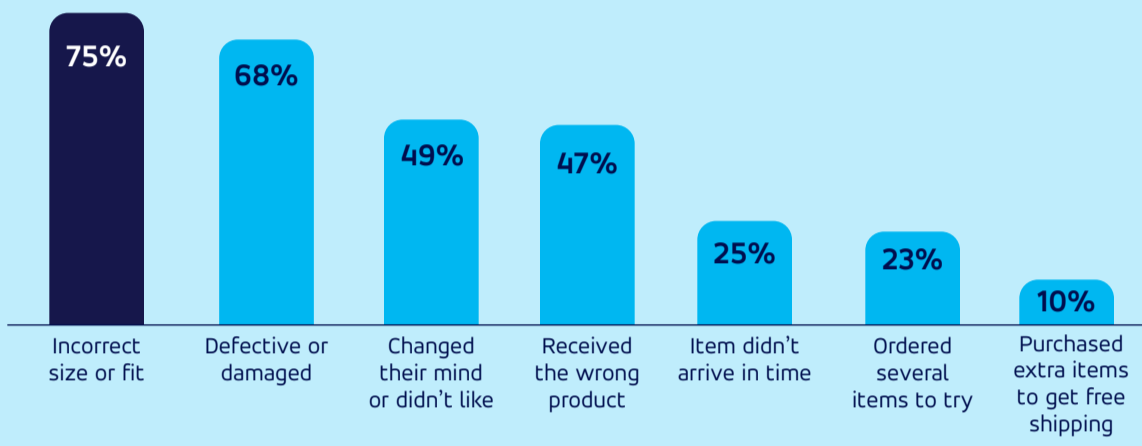


Tighter Returns Policies Deter Buyers*



*of those who were aware of tighter returns policies

Reasons Consumers Make Returns



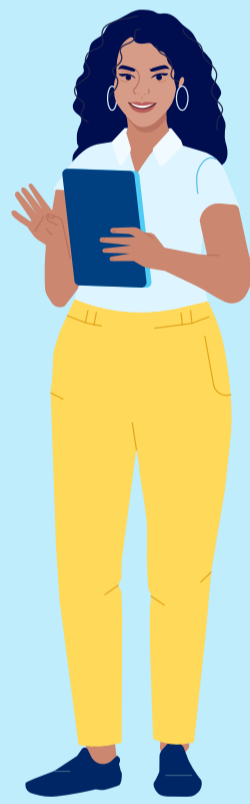
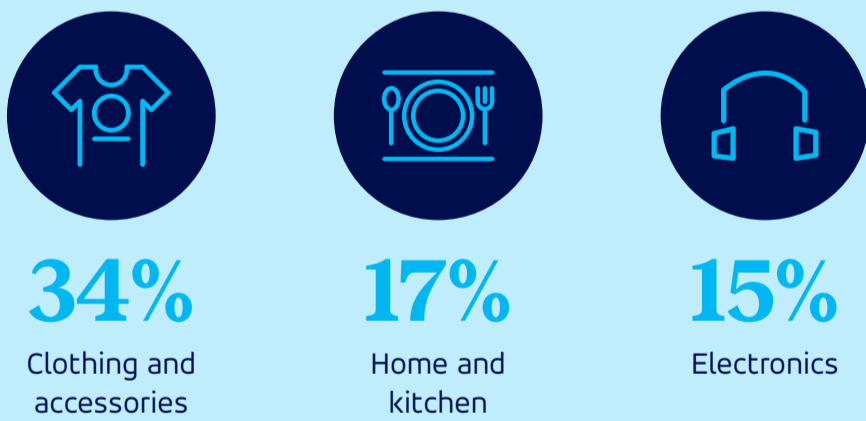
Consumers Reveal What Makes Tighter Returns Policies Inconvenient



'Keep It' Returns on the Rise

72% have been told by a retailer to keep items they planned to return

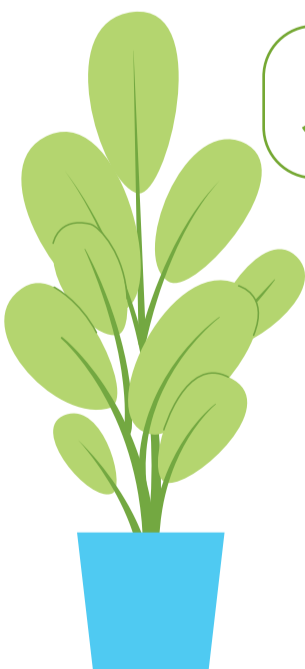
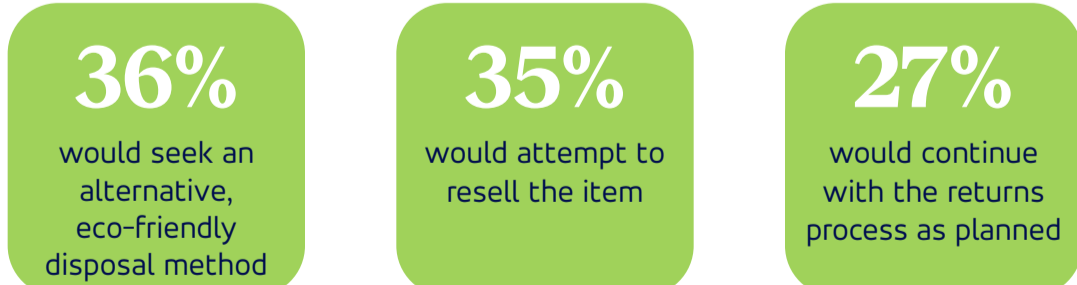
Categories driving 'keep it' returns



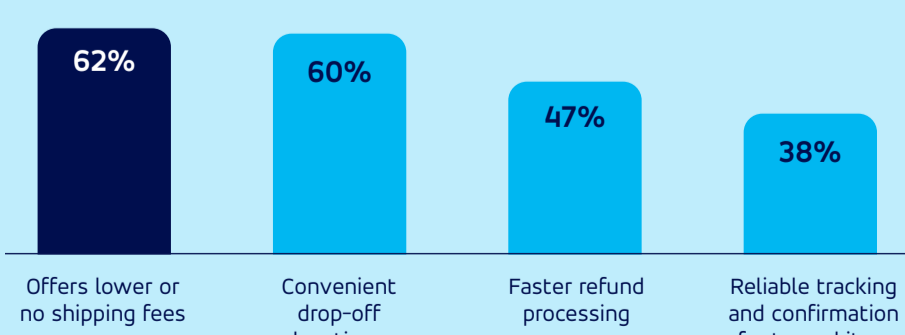
Consumers Are Dedicated to Sustainable Returns Habits

55% are very or somewhat concerned about the environmental impact when returning items

If they knew their returned item would go to a landfill:



Reasons Consumers Use Third-Party Returns Services*



*Third-party returns services include drop-off locations, mailing services, etc.

