

NATIONAL RETURNS DAY 2013


As more consumers shop online – returns increase. Retailers looking for a competitive edge are focusing on **reverse logistics** and offering free returns in addition to free shipping.



National Returns Day 2013 falls on **January 3**, the busiest return shipping day of the year when UPS will ship **more than 520,000** packages back to retailers



The first week in January, UPS expects to ship **more than 2 million** return packages



63% of online shoppers look at the retailer's returns policy before making a purchase*



More than **60%** of online shoppers want a return label in the delivery box or a label that can be easily printed online*

*comScore 2012 Online Customer Experience Study

