



National Returns Day

December 19, 2018



National Returns Day Data*



1.5 million

Number of return packages shipped back to retailers on **December 19, 2018**



1.3 million

Number of return packages shipped back to retailers on **January 3, 2019**, the **second returns spike** this holiday shopping season



1 million+

Number of return packages expected each day leading up to Christmas

General Returns Data**

75%  of consumers have shipped returns back to retailers

79%  of consumers find free returns shipping important when selecting a retailer

44%  said the top issue encountered when returning an item online is paying for return shipping



Easy Returns Locations



UPS Access Point™ network

- > Nearly 9,000 nationwide
- > Open late in the evening and on weekends
- > Offers delivery flexibility and control



The UPS Store®

- > 4,700+ locations in the U.S.



UPS Drop Box

- > Nearly 40,000 in the U.S.

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

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