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Returns

This SOP will cover our return policy and how to process returns in OMS.

Return Policy

To receive a refund to the *original form of payment*, items must be returned in their original condition with a *valid proof of purchase* within 40 days of the order date when purchased online (including items shipped to a store) or 30 days if purchased in-store.

- a. *Original condition* means:
 - The item is not washed, altered, or worn (aside from trying it on)
 - The item is in *sellable* condition (can be placed back on the sales floor for purchase).
- b. *Valid proof of purchase* includes:
 - An original printed register receipt in legible condition
 - An original printed customer order invoice or packing slip in legible condition
 - An original Gift Receipt in legible condition
 - An original emailed in-store or online order e-receipt
 - A verified POS transaction record (found via *POS Return* party history)
- c. *Original form of payment* includes:
 - Credit Card
 - Customer can receive the return to original Credit Card or choose Merchandise Credit
 - Debit Card
 - Customer can receive the return to original Debit Card or choose Merchandise Credit
 - Personal Checks
 - A 10-day period is required for a cash refund on check purchases. Otherwise, customers can receive the return to Merchandise Credit
 - Merchandise Credit
 - Non-Transferrable Merchandise Credit
 - TJX Gift Card
 - Customer can receive return to separately-activated retail gift card
 - Co-branded Gift Card (AmEx/Visa/MC)
 - Customer may only receive return to Merchandise Credit
 - PayPal
 - Customer can receive return to PayPal account or choose Merchandise Credit
 - The customer must have a virtual or physical PayPal card
 - Cash

Valid Proof of Purchase

- Returns made *with* valid proof of purchase outside the return's timeframe may qualify for a TJX Merchandise Credit.
 - This Merchandise Credit is redeemable online or in any T.J. Maxx, Marshalls, HomeGoods, Home Sense or Sierra store.
- Items being returned due to defect, poor quality, safety concern, or a safety recall can be returned outside the return's timeframe and/or with no receipt.
 - After the return, ensure that the merchandise is marked out of stock or quarantined following all *Merchandise Damage Program* and *Product Safety Recall* policies.
- All returns with gift receipts will be refunded to merchandise credit as tender.
 - Gift receipt returns will display item prices when the receipt barcode is scanned or the receipt information is entered into the system, if found in system.
 - If not found in the system process as an un-verified return

Without Valid Proof of Purchase

- Returns made *without* a valid proof of purchase may qualify for a *non-transferable* Merchandise Credit.
 - This merchandise credit will be issued only after a valid government-issued photo ID, name, address, and signature are required for this Merchandise Credit to be issued.
 - A valid government-issued photo ID will also be required to redeem.
 - Associates must always write the Customer's name on the front of the Merchandise Credit card, which must match the name on the photo ID presented at the time of redemption.
 - Non-transferrable Merchandise Credits may not be redeemed for online purchases.

Returns may also be limited or declined based on the direction of either store management or Customer Service. OMS will alert you if a return cannot be processed. If you have additional questions on specific return scenarios, partner with Store Management.

All policies that apply to customer merchandise returns also apply to Associate returns.

Tip:

- Online returns (aka Return Express) can be done in-store if not initiated online. If the customer initiated a return online and all items are present, the return would need to be canceled via the "Enter Return Express" screen and processed as a normal return. If all items are not present, an error message displays, or there are any questions regarding the return the customer will need to contact CSR. We cannot refund shipping costs if applicable.

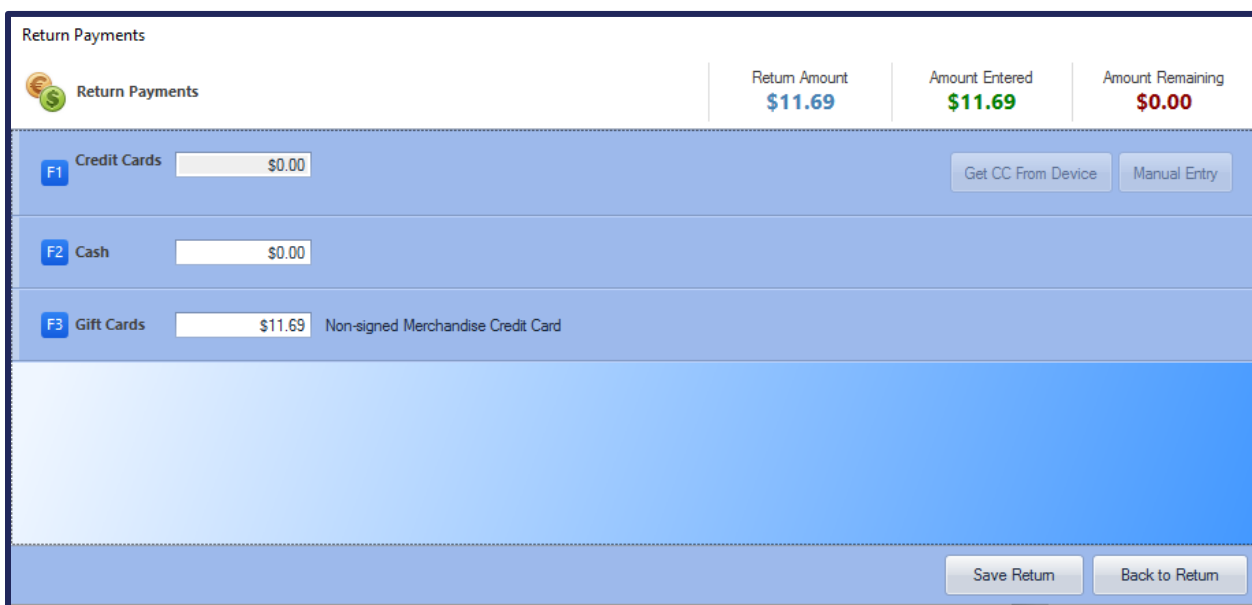
Post-Return Processing

All returned and salable items must be placed in/on the appropriate return fixture (bin for hardline and z-rack for apparel).

Tender Override

At Store Management's discretion, return tenders may be overridden to support the customer experience.

An example of this would be an in-store return over 30 days and defaults to Merchandise Credit. However, to support the customer experience, a member of Store Management has approved overriding back to the original credit card.



The screenshot displays the 'Return Payments' screen. At the top, it shows the 'Return Amount' as \$11.69, the 'Amount Entered' as \$11.69, and the 'Amount Remaining' as \$0.00. Below this, there are three payment methods listed: F1 Credit Cards (with a \$0.00 input field), F2 Cash (with a \$0.00 input field), and F3 Gift Cards (with an \$11.69 input field and a note 'Non-signed Merchandise Credit Card'). The 'F3 Gift Cards' option is currently selected. At the bottom right, there are two buttons: 'Save Return' and 'Back to Return'.

Tax

The following states mandate that customers returning merchandise without a receipt will not be refunded the sales tax from the original sale.

- Connecticut
- Massachusetts
- Rhode Island
- DC
- Michigan

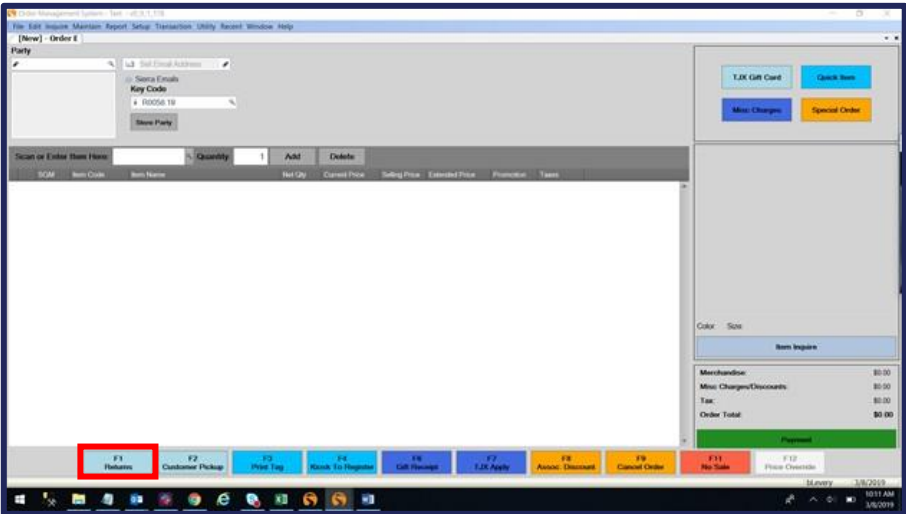
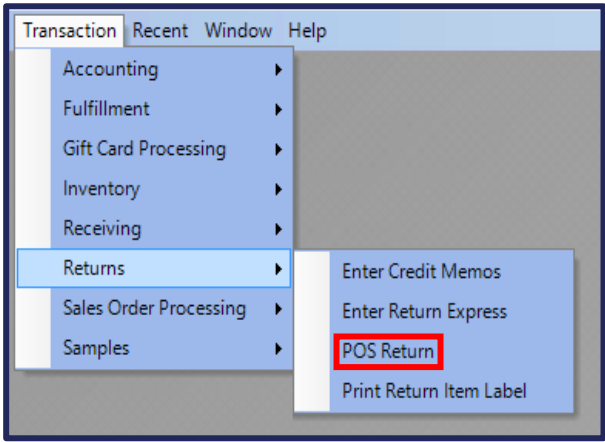
Merchandise Exceptions

Some merchandise purchased online at Sierra.com cannot be returned in stores and must be returned via the return-by-mail option. Customers can be directed to the full ecommerce return policy found at Sierra.com.

ITEMS THAT MAY NOT BE ELIGIBLE FOR IN-STORE RETURNS:

- Oversized items
 - Kayaks
 - Bikes
 - Etc.
- Swimsuits
- Under garments
- Gift cards
- Food

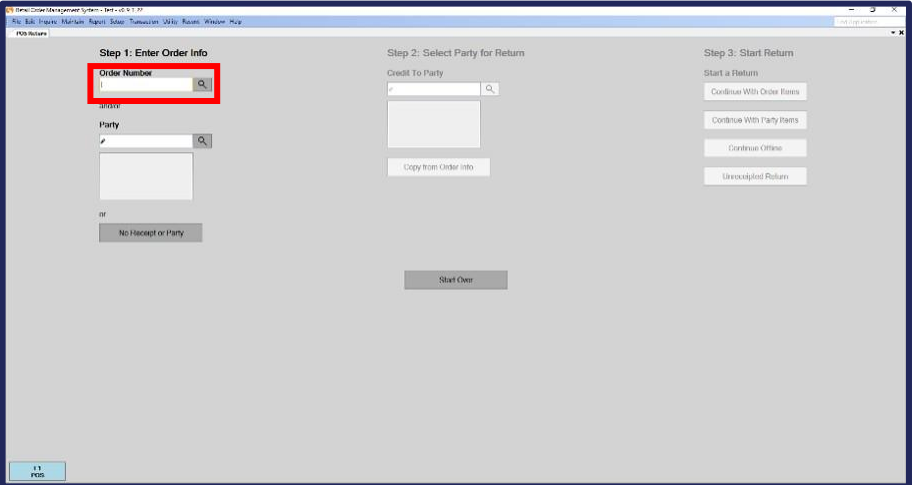
Processing a Return

STEP	ACTION	EXAMPLE
1.	<p>Navigating to POS Return Screen</p> <p>There are two way to get to the return screen</p> <ol style="list-style-type: none"> In the Order Entry screen <ul style="list-style-type: none"> “F1”/Returns button on the Order Entry screen Not in the Order Entry screen <ul style="list-style-type: none"> Transaction drop down at the top Returns section POS Returns section <p>NOTE You will need to enter your AIN number to log into the POS Return screen.</p>	 
2.	<p>Enter Order Information</p> <p>There are several ways to load a customer return. Please see steps 2.1-2.3 to begin the return process.</p>	

2.1

Option 1: Search by Order Number

You may scan the Customer receipt barcode or enter the transaction number into the Order Number field.

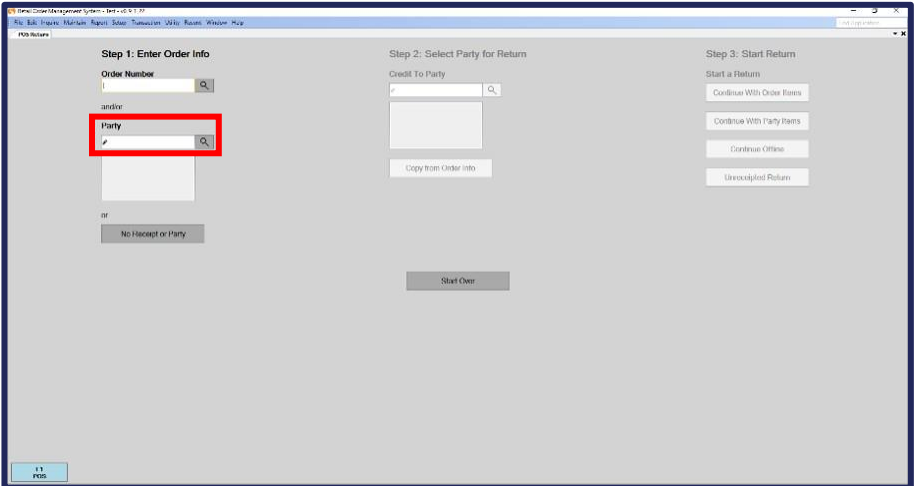


The screenshot shows the 'Returns Management System' interface. In the 'Step 1: Enter Order Info' section, the 'Order Number' field is highlighted with a red box. Below it are fields for 'Party' and a 'No Receipt or Party' button. The 'Step 2: Select Party for Return' section includes a 'Credit To Party' field and a 'Copy from Order Info' button. The 'Step 3: Start Return' section has buttons for 'Start a Return', 'Continue With Order Items', 'Continue With Party Items', 'Continue Offline', and 'Unrecorded Return'. A 'Start Over' button is at the bottom.

2.2

Option 2: Search by Party

If the customer does not have their receipt or order number but has a party, you may search by their party number for a list of all previous purchases. Select the magnifying glass to search for their party using their email, telephone number or zip code + last name.

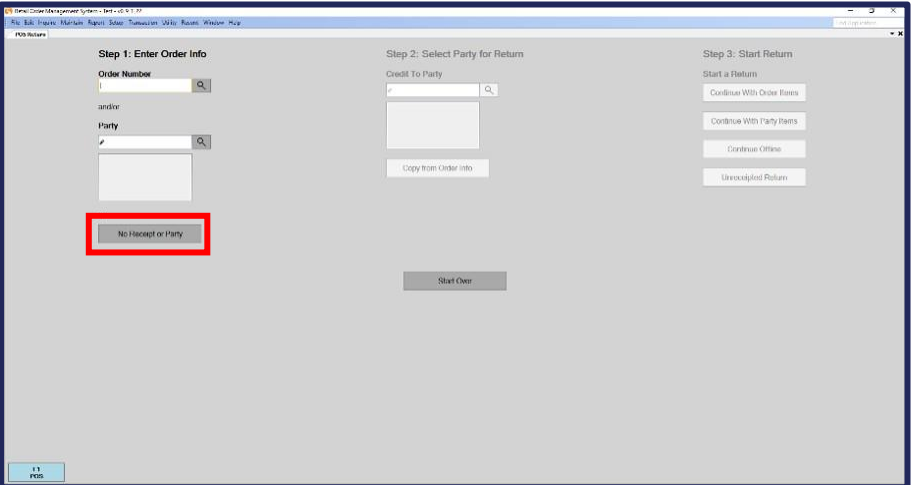


The screenshot shows the 'Returns Management System' interface. In the 'Step 1: Enter Order Info' section, the 'Party' field is highlighted with a red box. Below it are fields for 'Order Number' and a 'No Receipt or Party' button. The 'Step 2: Select Party for Return' section includes a 'Credit To Party' field and a 'Copy from Order Info' button. The 'Step 3: Start Return' section has buttons for 'Start a Return', 'Continue With Order Items', 'Continue With Party Items', 'Continue Offline', and 'Unrecorded Return'. A 'Start Over' button is at the bottom.

2.3

Option 3: No Receipt or Party

If the customer does not have a receipt, order number OR party, a Customer Party must be created. To do so, select the No Receipt or Party option then move to Step 2 and select the pencil icon from the Credit to Party section. More details are available in the step 2 section.

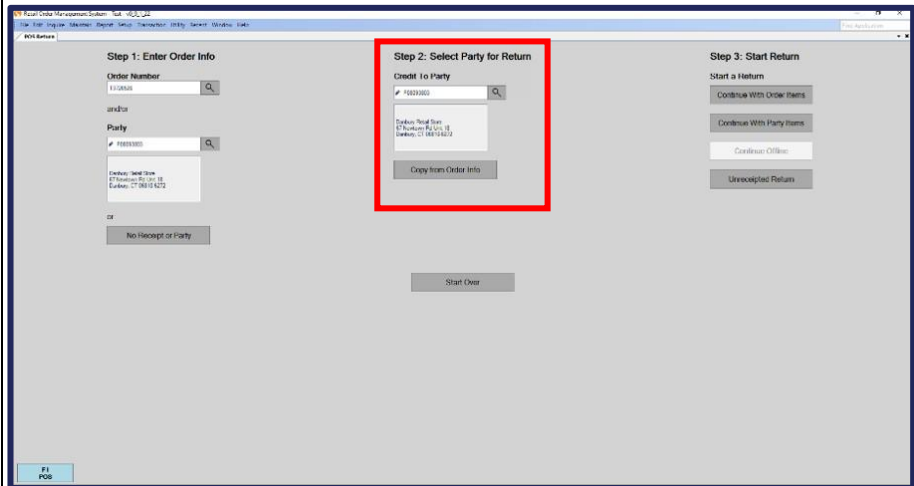


The screenshot shows the 'Returns Management System' interface. In the 'Step 1: Enter Order Info' section, the 'No Receipt or Party' button is highlighted with a red box. Below it are fields for 'Order Number' and 'Party'. The 'Step 2: Select Party for Return' section includes a 'Credit To Party' field and a 'Copy from Order Info' button. The 'Step 3: Start Return' section has buttons for 'Start a Return', 'Continue With Order Items', 'Continue With Party Items', 'Continue Offline', and 'Unrecorded Return'. A 'Start Over' button is at the bottom.

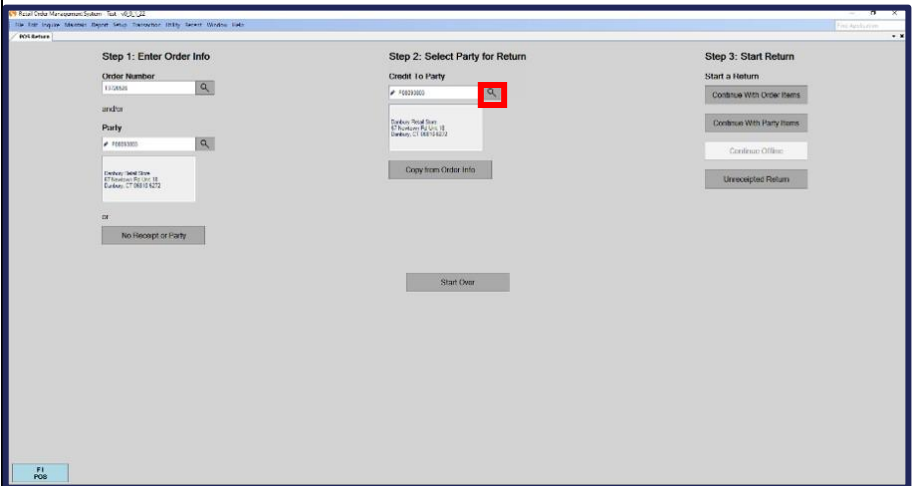
3.

Select Party for Return

- a. If the Customer's order number or party were found and loaded in step 2, the **Credit to Party** field will automatically populate with the same customer information in the Credit to Party box in step 2.
- b. If the credit-to party needs to be changed (i.e., gift receipt returns), you can select the **magnifying glass** icon to search for the appropriate party.
- c. For returns without a receipt or a found order or party, a new party **must** be created during this step.
- d. Select the **pencil icon** to open the party creation screen and enter all needed party information.
- e. Upon successful completion, the new party number and customer contact details will populate in the **Credit to Party** box.



The screenshot shows the 'Step 2: Select Party for Return' screen. The 'Credit to Party' field is highlighted with a red box, indicating the search function. The field contains a dropdown menu with a magnifying glass icon. Below the dropdown, there is a 'Copy from Order Info' button. The screen also shows 'Step 1: Enter Order Info' on the left and 'Step 3: Start Return' on the right.



The screenshot shows the 'Step 2: Select Party for Return' screen. The 'Credit to Party' field is highlighted with a red box, indicating the search function. The field contains a dropdown menu with a magnifying glass icon. Below the dropdown, there is a 'Copy from Order Info' button. The screen also shows 'Step 1: Enter Order Info' on the left and 'Step 3: Start Return' on the right.

NOTE

When a gift receipt is used as the proof of purchase during a return, OMS will recognize the unique ID, remove the original (purchaser) party in the 'credit-to' field, and automatically default the return value to a Merchandise Credit. If they'd like to return the transaction amount to the original purchaser's tender, then you will need to search for the original purchaser's party information.

4.

Start Return

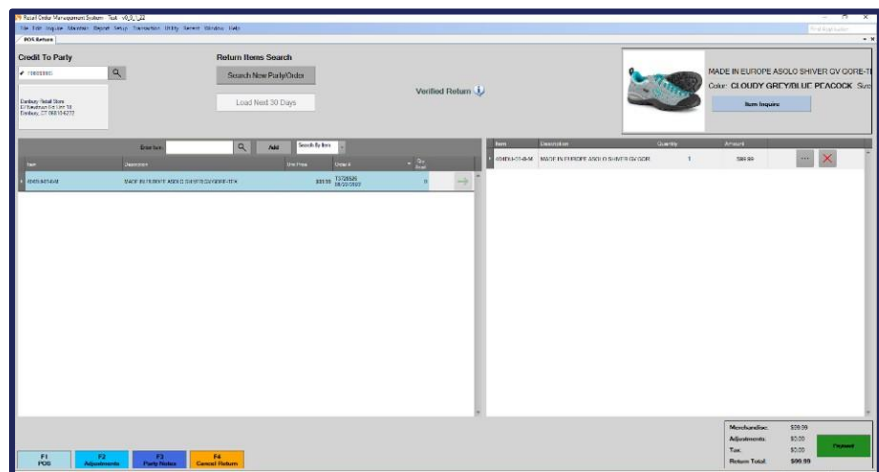
Once you have loaded the order and party information, or created the new party, you may continue the return using one of the following steps 4.1-4.3

4.1

Option 1: Continue with Order Items

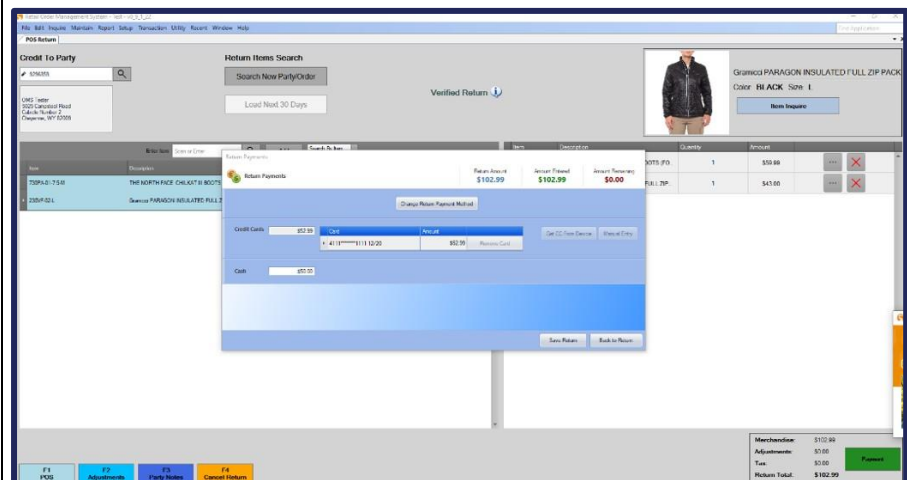
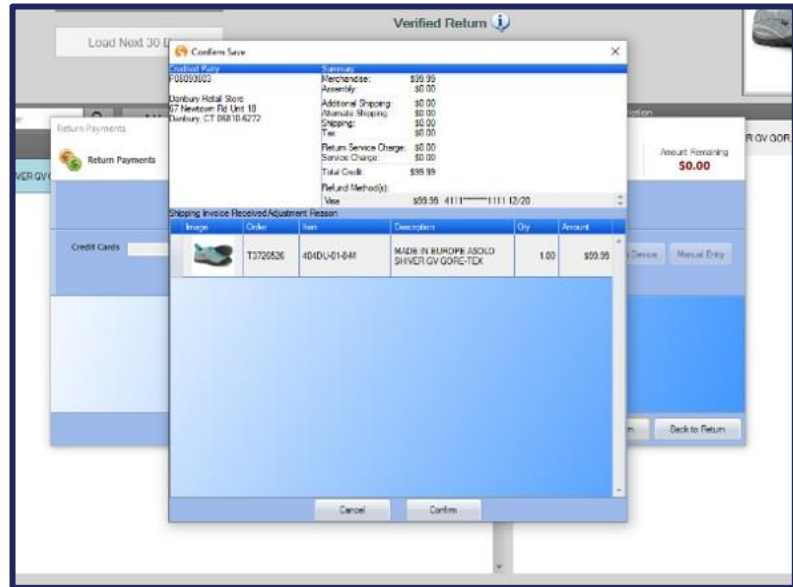
Use this option when the original order number has been found and all items being returned are from that single order. Once selected, the POS Returns screen will load, and you may begin scanning merchandise to be returned.

- Scan each item being returned. The item will load,



along with the description, image on file and return quantity.

- b. Verify that all information is correct and select the payment screen.
- c. On the payment screen, the payment information will be displayed. If using the exiting payment form on file, click Save Return to continue. If selecting a different payment, select the Change Return Payment Method button.
- d. Review the information on the return confirmation screen and select Save Return to complete the transaction.



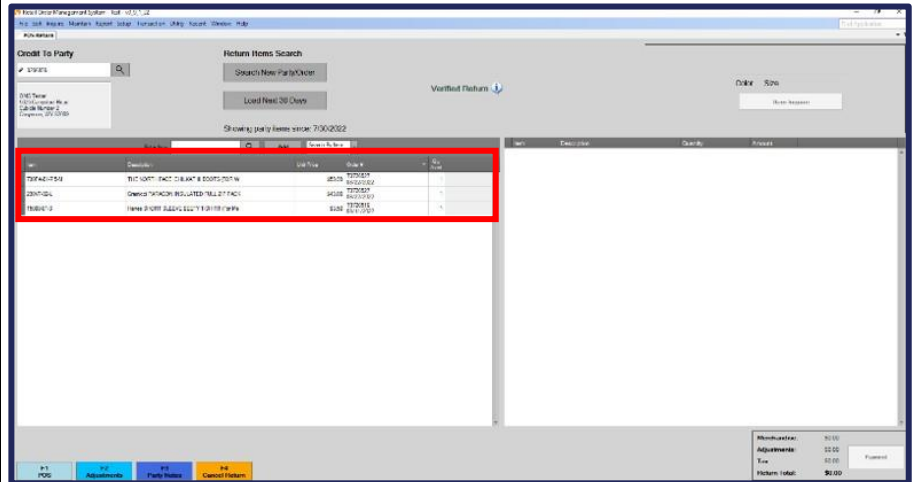
4.2

Option 2: Continue with Party Items

Use this option when the original order has not been found or you want to use the Customer's party transaction history to search for the items being returned. Once

selected, the POS Returns screen will load, and you may begin scanning merchandise.

- a. On the main return screen, a 30-day history of the Customer's purchases will load.
- b. If the item/s the customer is returning is not in the list, select the Next 30 Days button to view more items. You can continue to select this button to view additional historical items. Remember – our returns policy is 30 days for in-store purchases and 40 days for web purchases.
- c. Scan the item/s being returned. Once all items have been scanned, click the Payment button to continue. Follow steps 3 and 4 from the previous instruction to complete the return payment.



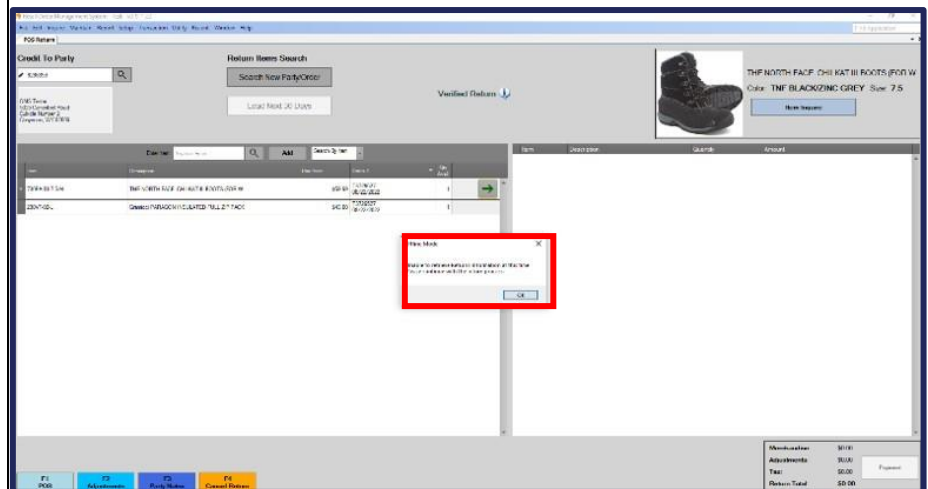
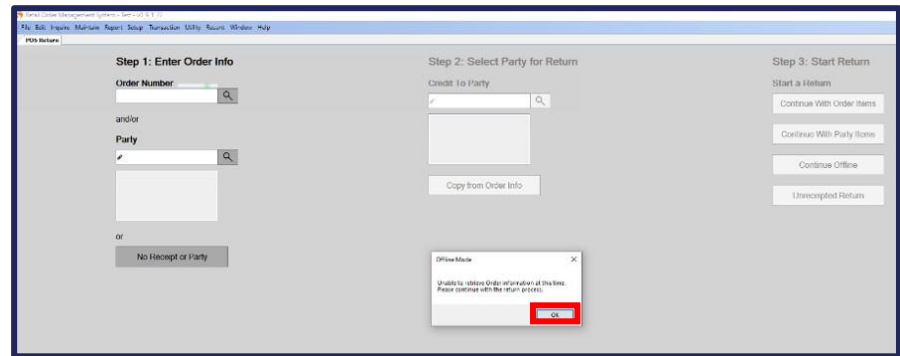
4.3

Option 3: Continue Offline

Used when OMS is running in offline mode. If the store is

found to be offline, you can still complete a return. After entering an order number or party, you may see a message that informs you that OMS is offline.

- a. Press OK to the Offline message and continue with the return by searching for the Credit to Party and selecting Continue Offline. Continue to scan items to the return as normal. Once all items are scanned, complete the return as normal.
- b. A return can go offline in the middle of the transaction. A message will appear to inform you. If so, select Ok and continue with the return as normal. If payment information is not found, a payment may need to be added to the return on the Payments screen.



4.4

Option 4: Un-receipted Return

Use this option when the Customer does not have a receipt, order number or existing party **OR** the Customer has a party

but the items being returned are not in their order history.

- a. If a Customer does not have a receipt for the Merchandise or a profile in OMS, he/she **must present a valid ID** and Manager approval is required. The return screen will ask to input customer ID information.
- b. As you scan merchandise, a return item screen will appear to verify item, quantity and return reason details. Select Save for each item being added to the return.
- c. Once all items have been found and scanned, click the Payment button to continue.
- d. The payment will default to a Signature Panel Merchandise Credit. If a different payment form is being requested by the Customer (outside of policy), a manager-on-Duty must be called, and the Change Return



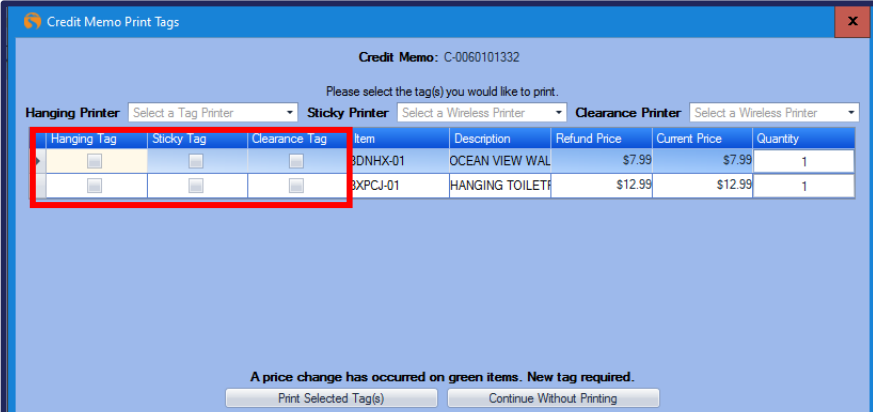
The screenshot shows the 'Retail Order Management System - Test - v0.9.1.22' window. The 'POS Returns' tab is active. The main area is titled 'Step 1: Enter Order Info'. It contains two search fields: 'Order Number' and 'Party', each with a magnifying glass icon. Below the 'Party' field is a large empty rectangular box. At the bottom, there is a red-bordered box containing the text 'or' and a button labeled 'No Receipt or ID'.

Payment Method button must be selected.

- e. Review the information on the return confirmation screen and swipe the Merchandise Credit through the pinpad to complete tendering. Select Confirm to complete the transaction.
- f. The associate **must always** write the Customer's name on the front of the Merchandise credit card.

5. Post-Return Processing

- a) The Credit Memo Print Tags screen will appear after processing the return. If the item(s) are missing tags, you must select to print them here.
- b) After you've selected your tags, you must then select the appropriate printers to print from.
- c) If no printer is selected, an error code will display.
- d) If the returned item is missing its original tag and the automatic print tag screen was closed,



Credit Memo: C-0060101332

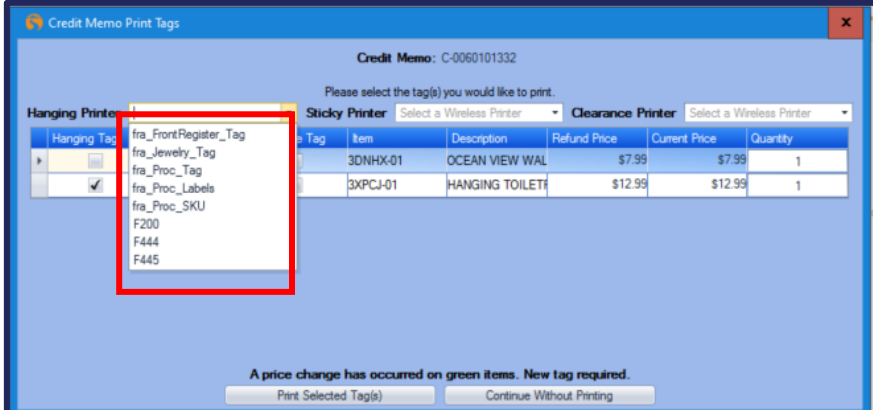
Please select the tag(s) you would like to print.

Hanging Printer: Select a Tag Printer Sticky Printer: Select a Wireless Printer Clearance Printer: Select a Wireless Printer

Tag	Item	Description	Refund Price	Current Price	Quantity
<input type="checkbox"/>	3DNHX-01	OCEAN VIEW WAL	\$7.99	\$7.99	1
<input type="checkbox"/>	3XPCJ-01	HANGING TOILET	\$12.99	\$12.99	1

A price change has occurred on green items. New tag required.

Print Selected Tag(s) Continue Without Printing



Credit Memo: C-0060101332

Please select the tag(s) you would like to print.

Hanging Printer: Select a Tag Printer Sticky Printer: Select a Wireless Printer Clearance Printer: Select a Wireless Printer

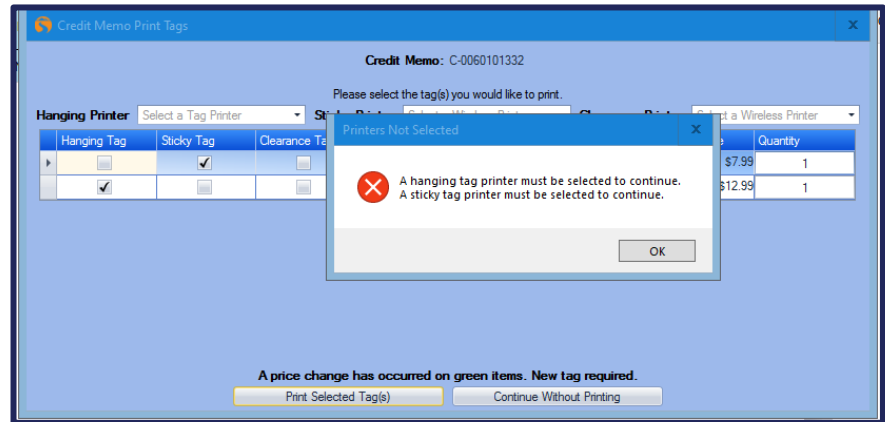
Tag	Item	Description	Refund Price	Current Price	Quantity
<input type="checkbox"/>	3DNHX-01	OCEAN VIEW WAL	\$7.99	\$7.99	1
<input type="checkbox"/>	3XPCJ-01	HANGING TOILET	\$12.99	\$12.99	1

A price change has occurred on green items. New tag required.

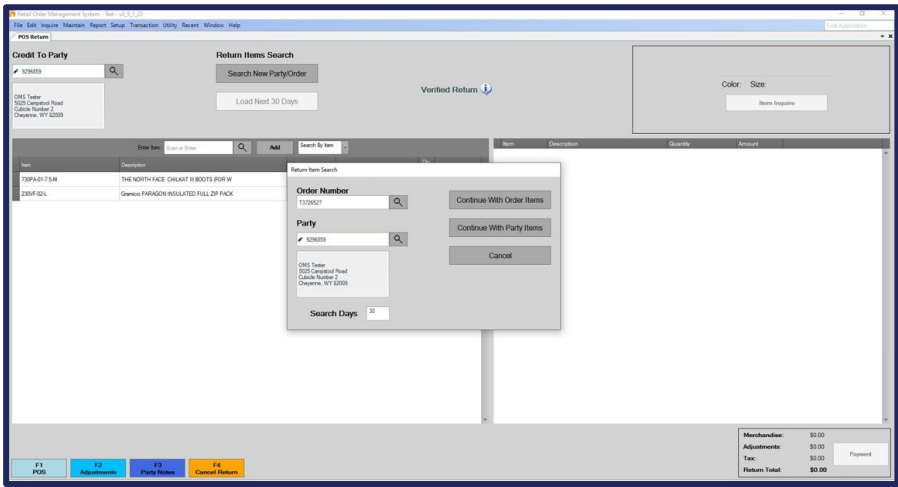
Print Selected Tag(s) Continue Without Printing

you must follow the “Printing Retail Tags” section of the guide.

- e) Once the new tag has been printed, scan the tag for markdowns.
- f) Only once we’ve verified the item has a tag and has been scanned for markdown, return the merchandise to the go-back bin/z-rack.



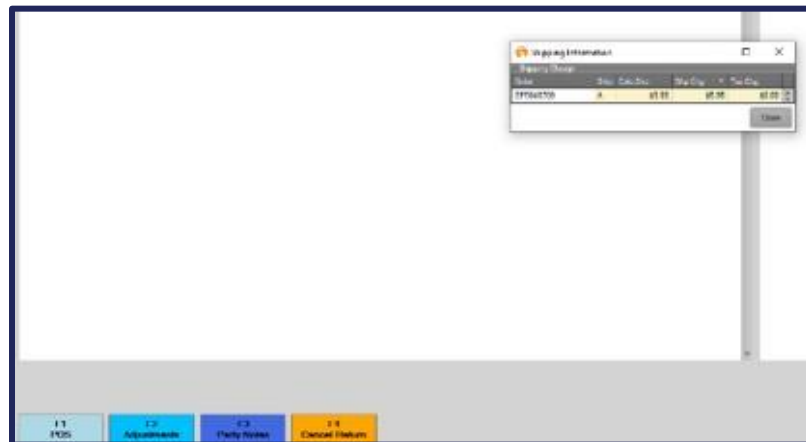
Other Return Notes

STEP	ACTION	EXAMPLE
1.	<p>Multiple Orders</p> <p>If the customer has items from multiple orders, you can either search by party or by order. After returning all the items for one order, select the Search New Party/Order button to enter a new order number to return items from the next transaction.</p>	

2.

Web Orders

Customer web orders are searched the same way as a receipted in-store order. However, you may need to change the default **Return Reason** code. Please note that some Return Reasons codes will return the shipping cost to the customer. To add additional adjustments to the original shipping cost, click the **F2 Adjustment** button.



3.

Canceling a Return

If the return has not been saved, select the **F4 Cancel Return** button. This will completely cancel the current transaction and start over. If the return has been saved, the return order can still be canceled if it's the same day, store, and register location. Go to the *Enter Credit Memos* function and enter the return transaction number. Once the return loads, select the **Cancel Credit Memo** button.

NOTE

If the return was saved with more items than the customer wanted,



	<p>start a new order and re-purchase the items they'd like to keep. If the return was saved with fewer items than the customer wanted, create a new return for the extra units that were not included in the first return.</p>	
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