

1 Return Order Placement
Initiated electronically or by phone,
follows predetermined routing rules

2 Replacement Fulfillment
Picks, packs and ships item

3 Replacement Shipment
Monitoring

4 Replacement Delivery

5 Return Shipment
Follows predetermined service rules

6 Return Pickup or Drop-off

7 Designated Return Facility

A Optional Inspection,
validation and consolidation

B Optional return
shipment notification

C Optional asset
follow-up

