

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

2 Replacement Fulfillment
Picks, packs and ships item

3 Return Pickup or Drop-off

4 Designated Return Facility

5 Replacement Fulfillment
Picks, packs and ships item

6 Replacement Shipment
Monitoring

7 Replacement Delivery

A Optional asset
follow-up

B Optional return
shipment notification

