

# Are Product Returns a Necessary Evil? The Antecedents and Consequences of Product Returns

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## Web Appendixes

### Web Appendix W1: Wal-Mart Return Policy

(Obtained from <http://www.walmart.com/catalog/catalog.gsp?cat=538459>)



#### Return an Item to a Store

To return a purchase to a store, take the following articles to Customer Service at your local Wal-Mart:

- The item you wish to return
- The invoice for that item
- All original packaging and accessories

For all payment methods except Bill Me Later®, an associate will issue an immediate credit to the original payment method or provide a store credit for the cost of the item and the sales tax, if applicable.

For an item paid for with Bill Me Later®, an associate can issue store credit in the form of a Wal-Mart Gift Card or a cash refund. If you receive a cash refund, you will also receive a bill from Bill Me Later® and will need to submit payment to Bill Me Later.

#### Returns Exceptions

Here are the exceptions to our general Returns Policy:

##### **Oversize Items**

Some heavy or large items that are identified as oversize on their item pages may be returned to a store or by freight shipping. Under some circumstances, you may be charged for return shipping.

To return an item by freight, please [email Customer Service](#). They will also be able to inform you of any return shipping costs.

##### **Error-Related Refunds**

If there is an error on our part related to your order, we will issue a credit for any applicable shipping and gift-wrapping charges.

#### Credit for Gift Returns

Here are the procedures for processing gift returns:

##### **Returning a Gift to a Wal-Mart Store**

An associate will issue an immediate credit to the original payment method or provide a store credit for the cost of the item and the sales tax, if applicable.

##### **Returning a Gift by Mail**

The cost of the item and the sales tax, if applicable, will be credited to the original payment method when we receive the item.

#### Exchanges by Mail

To exchange an item by mail, fill out "Items to Be Exchanged" on the back of your invoice with the following information:

- The item you are returning
- The new item(s) you want sent
- Please be as specific as possible when describing the new item. For example, give the item name, color, size and so on.

Then enclose the invoice with your return. The item returned will be credited to the original payment method and the new item(s) will be charged to the same payment method. Shipping charges for the returned item are not refundable. Shipping will be charged for the new item(s) sent. A gift you received is not exchangeable by mail. If you return a gift by mail, the cost of the item and the sales tax, if applicable, will be credited to the original payment method when we receive the item.

#### Returning Products Containing Hazardous Materials

Due to safety hazards, you should know that special rules pertain to products that use flammable liquids or gases. In most cases, you will not be able to return the item through the mail.

Be sure to hold on to your original packaging for at least the first 90 days after purchase. Some returns might require an item be placed in its original container; otherwise, special ORM-D packaging from the post office will be needed. (A post office worker can assist you.) If you're preparing to return a product that might fall in the hazardous materials category, look in our [Returns Guidelines by Department](#) section under the department of the item you purchased. Not sure which category applies to you? Please [email Customer Service](#) for assistance.

### **Returns Policy by Department**

All merchandise purchased from Walmart.com may be returned either to a store or by mail **within 90 days of receiving it, unless otherwise noted below**. Additional guidelines are also noted below.

#### **APPAREL, SHOES & ACCESSORIES**

- **All apparel, shoes and accessories:** 90 days with receipt; and merchandise must be unworn, with tickets attached and accompanied by the original pack list / invoice.

#### **BOOKS, MOVIES & VIDEO GAMES**

- **CDs, DVDs, audiotapes, videotapes and video games:** Must be returned unopened.
- **Books:** Must be returned unused and unmarked.

#### **ELECTRONICS**

- **Computer hardware:** Must be returned with any included software within **15 days** of receipt.
- **Computer components and computer accessories:** Must be returned within **45 days** of receipt.
- **Computer software:** Must be returned unopened.
- **Camcorders and digital cameras:** Must be returned within **30 days** of receipt.
- **GPS units, digital music players and portable video players:** May be returned for refund or exchange with receipt within **15 days**.

#### **GIFTS & FLOWERS**

- **Electronic and plastic Gift Cards:** Not returnable or refundable for cash, except in states where required by law.
- **Perishables:** Items such as flowers and food may be returned to a Wal-Mart store or email Customer Service at [help@walmart.com](mailto:help@walmart.com) for assistance. These items cannot be returned by mail.

#### **HOME & GARDEN**

- **Custom window blinds:** Please see [returns for window blinds](#).
- **Mattresses:** May be returned to a store or by freight shipping. Under some circumstances, you may be charged for return shipping. To return an item by freight, please [email Customer Service](#) for assistance. They will also be able to inform you of any return shipping costs.
- **Gas-powered items:** Including but not limited to lawn mowers and pressure washers. Cannot be returned by mail, due to carrier restrictions. Must be returned to a store completely emptied of any flammable liquid (gas, oil).

#### **JEWELRY**

- **All jewelry, including fine jewelry:** May be returned to your local Wal-Mart store with a receipt. If you choose to exchange the item in-store, please note that items you may exchange for are limited to what is in stock at that store - the exact same piece may not be available.
- **To return fine jewelry (pieces that cost \$300 and above) by mail:** Call Customer Service at 1-800-966-6546 and we will arrange to have a carrier pick it up. Depending on the reason for the return, you may be responsible for paying the return shipping charge.
- **For returns or exchanges on all other jewelry purchases:** You can either mail it back using the carrier of your choice, or bring it to your local Wal-Mart store. Depending on the reason for the return, you may be responsible for paying the return shipping charge.

#### **MUSIC**

- **CDs and DVDs:** Must be returned unopened.
- **Music Downloads:** Cannot be returned. All sales are final and all charges from those sales are nonrefundable, except as otherwise stated in the [Music Downloads Terms of Service](#).

#### **PHARMACY**

- **Diabetic supplies:** Cannot be returned. All sales are final. Please contact the manufacturer if you have any questions regarding defective items. Check your package for the manufacturer's name and contact information.

#### **PHOTO**

- **Photo and photo gifts:** Please see [Photo Center Returns & Refunds](#).

#### **TIRES**

- **Tires:** Tires shipped to a Wal-Mart store for pickup must be returned to a Wal-Mart store and cannot be returned or exchanged by mail.

#### **TOYS, SPORTS & FITNESS**

- **Oversize table games and treadmills:** May be returned to a store or by freight shipping. Under some circumstances, you may be charged for return shipping. To return an item by freight, please [email Customer Service](#) for assistance. They will also be able to inform you of any return shipping costs.
- **Autographed sports memorabilia:** Must be returned with the included Certificate of Authenticity.

## Web Appendix W2: Dell Return Policy

(Obtained from <http://www.dell.com/content/topics/global.aspx/policy/en/policy?c=us&l=en&s=gen&-section=010>)



**Dell values its relationship with you, and offers you the option to return most products you purchase directly from Dell .** You may return eligible products for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees, as set forth in detail below.

**21-Day Return Period for Certain Hardware and Software Products and Accessories:** Unless you have a separate agreement with Dell, or except as provided below, all hardware, accessories, peripherals, parts, and media-based software that is unopened and still in its sealed package or, if delivered electronically, that has not been downloaded, may be returned within 21 days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees.

### Exceptions to Dell's 21-Day Return Period:

- New **PowerEdge, PowerConnect, and PowerVault** products purchased directly from Dell may be returned within 30 days from the date on the packing slip or invoice.
- New **Vostro, Optiplex, Latitude, and Dell Precision** systems purchased directly from Dell's Small & Medium Business division may be returned within 30 days from the date on the packing slip or invoice.
- Application software and operating systems that have been installed by Dell may be returned only if installed on a returnable system, and only if you return that system within the applicable return period.

**Dell EqualLogic and EqualLogic** -branded products, **Dell|EMC and EMC** -branded products, **PowerVault ML6000** tape libraries, non-Dell-branded enterprise products, enterprise software, and customized hardware or software products **may not be returned at any time.** Software licenses purchased under any type of volume license agreement may be returned only with the express approval of the publisher, which in many circumstances will not be granted.

**Restocking Fees:** Unless the product is defective or the return is a direct result of a Dell error, Dell may charge a restocking fee of up to 15% of the purchase price paid.

**How to Return a Product :** Before returning a product, you must first contact Dell customer service and obtain a Credit Return Authorization (CRA) number before the end of the applicable return period. Dell will not accept returns without a CRA number.. To find the appropriate phone number or to send an e-mail to customer service to request a CRA number, go to [www.dell.com/contact](http://www.dell.com/contact), or see the "Contacting Dell" or "Getting Help" section of your customer documentation. NOTE: You must ship the product to Dell within 5 days of the date that Dell issues the Credit Return

Authorization number as follows:

- Ship back **all** products you are seeking to return to Dell and for which you received a CRA number. For partial returns, your credit may be less than the invoice or individual component price due to bundled or promotional pricing or any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition, along with any media, documentation, and any other items that were included in your original shipment.

Ship the products at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of your return, Dell will issue a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees.

Note: Before you return the product to Dell, make sure to back-up any data on the hard drive(s) and on any other storage device in the product. Remove any and all confidential, proprietary, and personal information as well as removable media such as floppy disks, CDs, and PC Cards. Dell is not responsible for any confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media that may be included with your return.