

Get to know Wayfair-Managed Returns

We want the return process to be as seamless as shipping orders. Wayfair-Managed Returns entrusts reverse logistics and return processing to Wayfair for a hands-off experience that lets you focus on growing your business.

HOW IT WORKS

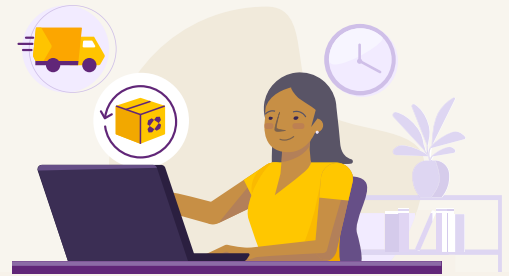
When you enroll in Wayfair-Managed Returns, Wayfair handles all buyer's remorse returns from beginning to end: shipping, processing, inspection, and resale.

PAYMENT

Instead of being covered by a return allowance, a per-return deduction will be included on a future payment voucher from Wayfair.

Recouping costs

We're always working to recoup costs by reselling your returned products, and we pass the savings on to you as a consistent discount on your return deductions. Your per-return deduction is calculated as a percentage of wholesale cost by evaluating Wayfair's average historical ability to resell items minus processing and handling costs.



Wayfair-Managed Returns

1. Customer initiates return.
2. Wayfair provides return shipping label.
3. Customer ships item back to Wayfair warehouse.
4. Warehouse inspects item.
5. Adjusted deduction is included on your next payment voucher.

Get to know Supplier-Managed Returns

Wayfair offers flexible return options. Partners with robust return processing capabilities can opt into Supplier-Managed Returns to use their existing infrastructure and maintain full control over the return process.

HOW IT WORKS

When you enroll in Supplier-Managed Returns, all buyer's remorse returns are shipped directly back to your warehouse. You can resell returned products as you choose to.

PAYMENT

For returns received in good condition, a deduction for the item's wholesale cost will be included on your next payment voucher.

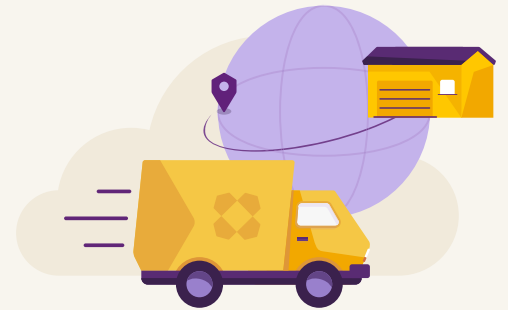
Exceptions

For returns damaged while being shipped on Wayfair's account, Wayfair will cover 50% of the item's wholesale cost.

For incorrect or lost returns, Wayfair will cover 100% of the cost.

Large-parcel products

A \$50 return shipping charge will apply to large parcel returns to cover the increased cost of shipping them back to your warehouse after retrieving them from customers.



Supplier-Managed Returns

1. Customer initiates return.
2. Wayfair provides return shipping label.
3. Customer ships item back to partner's warehouse on Wayfair's account.
4. Deduction for the returned item's wholesale cost is included on your next payment voucher, adjusted for damage, loss, and large-parcel shipping.