



Dear Merchants,

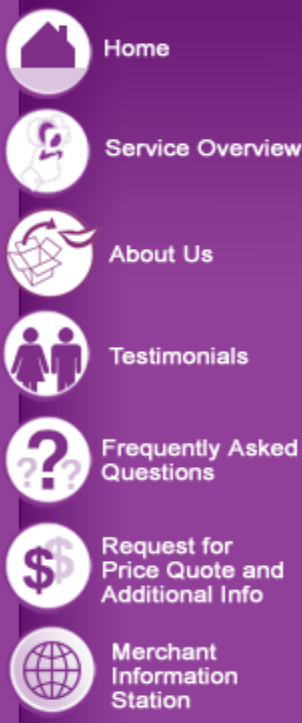
In an ongoing process to make it easier for you to run your e-commerce business WeFulfillIT.com would like to announce our new Returns Program called **"We-Return-It"**. This new service provides you with a complete program that allows your customers to create a return label and print it from the comfort of their own home; saving you the time of initiating the return or exchange!

How does it work?

The **"We-Return-It"** e-commerce program was created with you in mind. It is a WeFulfillIT.com product that is available to you at no additional charges when using the WeFulfillIT.com Fulfillment Services. We supply you with the custom code that you import in your website in an iframe format. You can customize the iframe with your graphics around the perimeter so it looks and feels like the rest of your site. We recommend you put the iframe on your Return Policy Page. It is easy and compatible with web stores and is the perfect customer service extension to your web site.

How do my customers use it?

1. When your customer goes to your return/exchange section of your website they will be able to enter their order number and name, and then click **Look Up Order**.
2. The **"We-Return-It"** program will then provide the entire list of order details for this specific order. The customer will then select which item(s) they need to return.
3. The **"We-Return-It"** program displays all order information and populates the screen so that the customer only need to select a reason for the return/exchange, enter comments to assist with the return/exchange, and whether they want to return the item or exchange the item.
4. Once the customer verifies they selected the correct information they simply click **Complete Return**. They will then be prompted to print a return label and place it on the outside of the package being shipped back.
5. This data is then available for WeFulfillIT.com at receiving to quickly verify and process the return.



What Shipping Methods are available?

To ensure that you get most economical shipping, UPS Ground will be used for all returns generated through the ***"We-Return-It"*** program.

What benefits are there for me?

- ✓ Through the use of this new ***"We-Return-It"*** program you will be able to track returns from when the return is dropped off at a UPS facility or the first time the package is scanned by a UPS carrier all the way through the process until WFI has received and completed the return.
- ✓ You will be able to offer your customers returns at no charge to them as the labels will be created using WFI's UPS shipping account.
- ✓ Your customers will be able to create a return/exchange any time of the day: before, during, or after your normal business or call center hours. The ***"We-Return-It"*** program may also help cut back the number of calls you receive as the customer will be able to create the return and not have to call in to do so.

What is the Web address for the *"We-Return-It"*** program?**

This is the fun part. Through the use of an iframe HTML tag, the ***"We-Return-It"*** program can be added directly to your website on any page you designate as the returns page. This will give the appearance to your customers that you are handling every step of their order, from the original order through to the return or exchange. For more information on how to create the iframe to place on your website feel free to contact me and I will be glad to assist with creating the iframe that you will need.

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